

Director, People, Culture and Engagement

Location: Davidson NC or Richmond VA (remote will be considered for the right candidate)

Summary: Responsible for planning, leading, developing and directing the people related strategies of the organization and to advance the employee and leader experience. With CEO, identifies the desired organizational environment and works to attain that. Manages all traditional human resources programs, and adapts those as trends or changes suggest. Advises and coaches managers to ensure fair and appropriate treatment of all employees, while ensuring legal and Affirmative Action compliance. Communicates policy and other changes to employees. Advises in talent management activities such as high potential employee development and leader succession.

Responsibilities

Identifies staffing and recruiting needs; develops and executes best practices for hiring onboarding and talent management. Ensures development and advancement opportunities exist and are made available to employees. Further, measures engagement and satisfaction with respect to overall employment, team, and individual responsibilities.

- Identify, vet, and negotiate agreements with recruiting resources. As utilized, assess their capabilities, and adjust as needed.
- Screen candidates for qualifications and cultural fit; schedule subsequent leader interviews and follow up for candidate fit assessment.
- Ensure opportunities for advancement or career enrichment are publicized and that employees see growth and development opportunity.
- Coordinate with Finance to craft and deliver offer within budget.
- For unusual situations, consider retention vehicles, tuition reimbursement, one-time incentives, or other vehicles as appropriate.
- Build and coordinate onboarding for all employees, adapting to changes as needed.
- Track and document recruiting efforts and actions as required by Affirmative Action.
- Support and promote diversity; build body of knowledge among leaders and employees.

Create and administer programs including but not limited to compensation, benefits, learning and development, employee performance, recognition, morale, and health and safety.

- Analyzes and coordinates the selection of and management of benefits and benefit vendors. Closely oversees the healthcare benefit, providing employee communications to drive good stewardship and cost containment. With CFO, watches claim costs and determines issues to address. Oversees administrator who works with vendor to resolve employee issues, maintaining confidentiality.
- Works with CFO on retirement benefits oversight. Review offerings and recommend changes to attract and retain top talent.
- Manages the classification of job titles and market matches. Drive compensation philosophy and strategy. Reviews leader incentive and merit allocations for approval. Recommends changes as needed. First point of contact on compensation requests.
- Reviews employee performance. Consults with leaders when performance is below par and ensures employee performance write-ups contain requisite language to support legal challenges. As needed, gathers documentation and drafts response to legal challenges.
- Develops and coordinates the *It's Just Lunch* program and similar programs.

- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources. Applies this knowledge to propose, develop, implement, and communicate changes in policy, practice and resources.
- Monitors and ensures the organization's compliance with federal, state, and local employment laws and regulations, paying particular attention to Affirmative Action requirements. Implements structures and best practices to ensure compliance.
- Oversees the annual revisions to the Owner's Manual, updating policies and recommending new policies and programs to advance the organization.

Manages and supports the assessment of organizational needs and the design, implementation, and evaluation of programs for professional development, especially leaders.

- Coordinates the formation, charter, membership, and activities of the Culture Committee.
- Creates and conducts annual survey to assess engagement and identify areas for improvement and to enhance job satisfaction. Drives toward improvement through the CC and leadership. Develops training and communication materials as needed.
- Coach's supervisors, managers and leaders in hiring, development, appraisal, or any other aspect related to our people.
- Structures and leads the succession efforts for executive leadership change. Creates and leads training group exercises in diversity, leadership skills, other areas as indicated.
- Works with CEO to identify internal trends and address at organization or individual level.
- Builds and maintains strong working relationships with ISS leadership.
- Creates and maintains employee recognition programs.
- Ensures position vacancies are posted and internal candidates considered to foster employee engagement and development.

Oversees the buildout and utilization of the HRM, with focus on leader experience, employee experience, and administration.

Requirements

- Bachelor's degree in HR, Business Administration, or related field.
- 7-10 years HR experience as generalist, with experience in recruiting, compensation and organization development required.
- SHRM-SCCP preferred.
- Thorough knowledge of employment-related laws and regulations; experience with Affirmative Action a strong plus.
- Ability to discern and build programs to address organization needs.
- Proficient with HRM; experience setting up content for optimal leadership and employee experience a plus.
- Superb verbal and written communication skills
- Excellent interpersonal and negotiation skills
- Strong organizational skills: ability to move among multiple and changing priorities while maintaining calm demeanor.
- Leadership development and succession planning a plus.
- Merger experience a plus.
- Strong analytical and project management skills