

Job Description

Job title: Director of People
Department: Administration
Reports to: Executive Director
Revised: September 2021
FSLA Status: Exempt

General Description

The Director of People is responsible for owning, developing and implementing a best-in-class people, talent, and culture strategy and function that provides for an enriching employment experience for our 47-person staff. This position will oversee all operations, programs, and initiatives across the employee lifecycle and all touchpoints in the areas of recruitment and onboarding, talent management, performance, learning and employee development, DBIE, total rewards, and employee engagement.

The Director will be a significant thought partner and trusted advisor to the Executive Director as well as a committed leader and ambassador of our mission and core values.

Primary Responsibilities

- Review existing systems and processes and develop new changes to improve and improve existing people operations from onboarding to orientation, to employee education programs and performance management, to off-boarding and termination
- Implement day-to-day people operations that support the entire employee lifecycle
- Ensure that all people, talent, and culture programs and functions are administered with the highest standards of employee service and quality support and are responsive to the diverse needs and priorities of leadership, managers and individual contributors.
- Work with the Executive Director to develop and implement a DBIE plan for the agency.
- The Director of People must advocate strongly and consistently for diversity, belonging, inclusion, and equity in all aspects of their work, both internally and externally
- Ensure that employment policies and practices are updated with current best practices.
- Maintain compliance with all applicable federal, state, and local employment laws and regulations.
- Serve as the escalation point for proactively, empathetically, and confidentially addressing all critical employee relations issues. Develop strategies and interventions to address them including guiding and coaching managers and employees.
- Manage all outside vendor relationships and partners that support various aspects of the people, talent, and culture function.
- Supervises and motivates the management team and staff by maintaining a respectful work environment that promotes job satisfaction and encourages personal and professional growth

- Work with Program Managers to improve our staff and customer's quality experience, work processes and efficiencies
- Ensure compliance with all Cal/OSHA, workers compensation, IIPP and other emergency plans and procedures.
- Fully support and actively participate with fundraising initiatives; bring in new opportunities
- Assists in the promotion of the organization and its programs by making public appearances and speaking engagements. Represents the organization to the community at large.
- Participate in all organization special events
- Some evening and weekend duties are required
- Perform other duties as assigned.

The minimum qualifications, physical demands and work environment characteristics described below are representative of those that must be met or will be encountered by an employee while performing the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

Qualifications

- Bachelor's degree or 7+ years directly related experience.
- **HRCI** PHRca or SPHR; or SHRM certification preferred.
- A natural people person highly skilled in establishing trusted and positive relationships with senior leadership and managers, and a safe space for individual contributors.
- Excellent communications skills, including the ability to listen to the needs of others, and the ability to write detailed, specific policies and communications
- In-depth knowledge of labor laws and HR practices
- A desire to learn and a willingness to receive feedback and hold oneself accountable.
- A high level of social and emotional intelligence; integrity, humility, honesty, and curiosity
- Personal commitment to and demonstrated professional leadership on issues of diversity, belonging, inclusion, and equity
- Excellent computer skills, website, email, spreadsheets
- Bilingual/bi-literate in (Spanish, Cantonese or Mandarin and English) desirable. Fluency in English required.
- Must have own transportation for use on job, valid California Driver's License, proof of personal automobile insurance and acceptable driving record to our insurance provider.

Physical Demands

- While performing the duties of this job the employee is regularly required to sit, stand and move from one area to another
- The employee is occasionally required to bend, reach, lift and relocate up to 10 lbs.
- Finger dexterity for activities such as typing, use of the computer mouse, computer usage, recording money, grasping, repetitive motions
- Vision abilities required include close vision, distance vision and ability to adjust focus

Work Environment

- The work is performed indoors and outdoors.
- Travel in Alameda County regularly required, in California and nationally for conferences as needed.
- Noise level varies with sites any may be loud at times.

- The office environment is temperature controlled. Able to withstand extreme temperatures, hot and cold at other locations
- Some work is outdoors; exposed to other motor vehicles.

General Competencies

Interpersonal

- Strive for improvement in self and for Spectrum; make recommendations for improvements
- Respond timely to requests for information, service and assistance
- Demonstrate a positive and productive attitude; have an open mind and be objective, trustworthy, honest and ethical
- Maintain a high level of professionalism and confidentiality
- Treat each Spectrum employee/manager as if they were an internal customer

Organizational

- Provide outstanding customer service to all internal and external customers
- Use and conserve organizational resources efficiently and effectively
- Prioritize and plan work activities
- Demonstrate consistency, reliability, accuracy and thoroughness
- Show respect and sensitivity toward cultural differences
- Promote a harassment and discrimination free environment
- Follow or exceed organizational standards
- Adhere to company policy and procedure; support Spectrum's goals and values

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.