

Classification Description



Job Title: Chief Human Resources & Organizational Development Officer

Pay Grade: Executive

Job Code: 3850

FLSA Status: Exempt

Job Purpose

This senior management position serves in an executive capacity reporting to the President providing leadership for all aspects of the College's organizational development, human resources, and diversity programs, including: recruitment and selection; employee relations; organizational communication; conferencing and College events; employee development; talent and succession planning; workforce analysis; compensation; benefits; human resources information management; equity issues; and policies. Takes a systematic view of culture transformation required to achieve the College's outcomes to ensure cultural changes are embedded across all levels. Develops the College from a culture and performance perspective by creating, implementing, and assessing programs which improve the overall health of the College. Serves as a member of the President's Cabinet.

Provides overall leadership and vision for areas of responsibility within the context of the College's vision, mission, goals and strategies. Represents the College in various civic, community and professional organizations at the local, state, and national level. This is an executive on annual contract position.

General Responsibilities

Essential Functions

Ensures strategic direction and implementation of organizational development initiatives College-wide.

Leads all organizational development and human resources functional departments to ensure goals and priorities align with institutional strategy and to ensure compliance with all local, state, and federal regulations.

Leads efforts to develop and sustain an organizational culture of excellence, collaboration, and student success through employee development, performance management, organizational communications, and employee relations efforts.

Oversees the Equity Office, ADA Compliance Office and Title IX, ensuring that pertinent policies, procedures, and regulations are met. Oversees the implementation of the College's equal access/equal opportunity grievance procedures, and provides recommendations to the President.

CHIEF HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT OFFICER

Serves as chief negotiator for collective bargaining negotiations.

Directs planning, research, and development of programs to create and sustain a culture of inclusion for all members of the FSW community. Works collaboratively with College partners to develop strategies to recruit, retain, and sustain the success of employees and students from diverse backgrounds.

Develops and implements strategy and initiatives that enable all employees to engage and align to the business mission, vision and strategy and help articulate and develop new behaviors and ways of working that are required to deliver the business priorities.

Develops and implement an approach to systematic measure and continuous improvement employee engagement which includes the engagement surveys encompassing full implementation, stakeholder plans, and management, communication initiatives and ongoing monitoring of focused business actions in response to the survey results.

Oversees a comprehensive Human Resources Program that includes recruitment, classification and compensation, benefits administration, retirement administration, policy development, contract administration, employee relations, staff training and development, employee record-keeping and regulatory compliance with applicable federal and state laws.

Develops, interprets and implements College operating procedures related to Human Resources in accordance with state and federal laws and statutes, the faculty union agreement, and other associated College operating procedures.

Guides the management of employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines; communicating and enforcing organization values.

Provides consultation and technical expertise to administrators, staff, the public and others concerning Human Resources operations and activities. Promotes valuing diversity, non-discriminatory practices, adherence to applicable laws related to discrimination, harassment, and disabilities.

Investigates, resolves and provides technical recommendations concerning employee disciplinary matters, misconduct, complaints, due process, grievances and other staff relations issues and conflicts; reviews, analyzes and coordinates response to unfair labor practice and regulatory agency complaints; researches, compiles and assembles related technical information.

Oversees the development, implementation and maintenance of the College's pay plan including periodic review of the entire classification and compensation structure for the College.

Ensures a clear and timely performance management process College-wide for Executives, Administrators, Staff and Faculty (in accordance with the collective negotiations agreement).

Directs the issuance of contracts to appropriate personnel. Reviews contracts for accuracy, consistency and equity in compensation.

CHIEF HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT OFFICER

Develops and prepares unit plans and the annual preliminary budgets for the department; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations.

Monitors the management of the personnel records system of all College employees and all other files of record assigned to the department to maintain the confidentiality and the completeness and accuracy required for complete documentation and proper records management; oversees hard copy of employee records and computerized employment records. Controls access to College personnel files and acts as the contact person for public access.

Provides leadership in developing and supporting quality training and professional development initiatives.

Develops organization strategies by identifying and researching human resources issues; contributing information, analysis, and recommendations to organization strategic thinking and direction; establishing human resources objectives in line with organizational objectives.

Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Implements human resources strategies by establishing department accountabilities, including, but not limited to, talent acquisition, staffing, employment processing, compensation, employee benefits, training and development, records management, succession planning, and employee relations.

Establishes and maintains effective procedures for efficient and accurate flow of employee onboarding and employment paperwork to ensure compliance with local, State and federal requirements and adherence to College operating procedure.

Oversees the employee departure process. Coordinates and/or conducts exit interviews to determine reasons behind separation. Analyzes employee turnover rates and advises Executive Management on areas of high turnover and strategies for improvement.

Supervises and evaluates assigned Human Resources Department personnel for the efficient and effective accomplishment of goals and objectives.

Serves as Privacy Officer/Privacy Contact at the College with regards to implementing and maintaining the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy requirements. (PHI) – Full Access.

Oversees and ensures compliance with the College's policies and procedures related to equal opportunity and discrimination in relation to recruitment and employment.

Assists the Title IX Coordinator/Equity Officer with the College's completion of the annual equity report, engaging the appropriate functional area staff and faculty in the process and goal setting.

CHIEF HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT OFFICER

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education in business, human resource management, organizational development or related field.

Five (5) years of progressively responsible full-time professional experience directing the human resource function for an organization (preferably public sector); or directing a major division within a human resources department.

Ability to recognize problems of an administrative nature and to exercise good judgment in making decisions; to gather and analyze data, reason logically and draw valid conclusions, interpret and apply laws, rules standard and procedures pertinent to the professional operations of the Human Resources Office; to establish and maintain cooperative working relationships; clearly communicate ideas and recommendations; and write clear and concise reports.

Demonstrated ability to maintain confidentiality.

Demonstrated commitment to continuing education to stay current with the field of human resources and/or legal affairs through coursework, seminars, and/or professional associations.

Demonstrated experience in the development and maintenance of human resource information system and understanding of enterprise-wide integrated system.

Ability to proficiently use standard office hardware and software such as MS Office, electronic mail and the internet.

Working knowledge of:

- Knowledge of applicable federal and state employment laws and regulations
- Knowledge of human resources practices and principles
- Demonstrated competency and experience in the areas of leadership, strategic planning, organizational development, human relations, problem solving and conflict resolution, human resource program development, personnel database management.
- Knowledge of College educational philosophy and senior management administrative practices and procedures
- Knowledge of practices, procedures and policies involved in the investigation of employee disciplinary matters, misconduct, complaints, due process, grievances, unfair labor practice complaints and other staff relations issues and conflicts

CHIEF HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT OFFICER

- Knowledge of legal environment, ability to evaluate issues, assemble appropriate team and lead team to determining course of action
- Strong interpersonal and communication skills to work effectively with a wide range of constituencies
- Ability to balance employee advocacy with College priorities and resources
- Ability to think, reason, and make sound judgments to decide how duties and responsibilities are completed in compliance with College standards and guidelines
- Ability to negotiate and manage collective bargaining agreements

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.

CHIEF HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT OFFICER

- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 8, 2019. Revised: December 17, 2020.