

THE ARC SAN FRANCISCO
1500 Howard Street, San Francisco, CA 94103

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| JOB TITLE | Senior Director, People & Operations | SALARY | \$115k-\$130k, DOE |
| REPORTS TO | Executive Director | STATUS | Regular, Full-time |
| FLSA | Exempt | STANDARD WK HOURS | 37.5 |

ORGANIZATIONAL SUMMARY

The Arc San Francisco is a non-profit service and advocacy organization for adults with intellectual and developmental disabilities throughout the Bay Area. We currently serve a varied group of over 800 clients who, despite their diverse backgrounds, ages and disabilities, are all similar in their desire to live a life of greater self-determination, dignity, and quality. Our goal is to provide the support that enables people with developmental disabilities to maximize their potential, live meaningful lives, and become integral members of the community. To that end, we provide a range of services relevant to all areas of adult life, from independent living supports and skills building to employment training and creative expression. As a true community partner, we believe in educational outreach, the power of business partnerships, and the importance of being a reliable resource for families, supporters, public policy makers and all those who share our vision of creating more informed, diverse, and inclusive communities.

ROLE SUMMARY

The Senior Director, People & Operations will design and implement. The Arc San Francisco’s People strategy, management of facilities, and technology planning in service of our mission. This role is responsible for developing goals, plans, and tactics that are consistent with and supportive of The Arc San Francisco’s mission and values and the agency’s administrative strategy.

The Senior Director, People & Operations is responsible for implementing the overall strategic direction for our People practices and for functioning as the operations and administrative leader for the organization leading the People Team (Director, Employee Success; Associate Director, People, Training Coordinator; Administrative Assistant) and operations support staff. In addition to the development and implementation of People policies, programs, and services, this role oversees IT strategy and facilities.

As a key member of the Senior Leadership Team, the Senior Director, People & Operations will provide strategy and direction on the organization’s strategic plans and objectives. This includes development and implementation of tactical business plans to ensure the achievement of operational and organizational goals. The Senior Director, People & Operations will balance strategy and tactics well with a willingness to be a “hands-on” leader and partner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

PEOPLE OPERATIONS AND STRATEGY (70%)

People Practices

- Develop and administer an integrated systems approach to People practices including: recruiting, hiring, orientation, performance management, compensation and benefits administration, training, and professional/career development and education.
- Responsible for development and implementation of HR policies that meet the needs of the organization, provide a positive employee experience for staff, and meet all compliance requirements.
- Maintain up-to-date knowledge of applicable employment laws (including California labor code, FMLA, CFRA, unemployment, state disability, and COBRA) and educate the People Team, management and other staff as needed in this area. Serve as primary liaison with legal counsel for these matters and partner with external consultants and counsel as needed.

- Maintain knowledge of, control of, and effective utilization of all People systems and records that contain necessary HR related data and information ensuring that all files adhere to the required standards for confidentiality and content.
- Conduct a regular assessment of all People processes and practices, including performance I reviews and the Employee Handbook.
- Collaborates with the Finance team in development and implementation of the HRIS system.
- Assist the Leadership Team in developing the HR budget and then overseeing its implementation and maintenance.
- Own the responsibility to recruit, hire, train, develop, motivate and manage all People Team staff.

Diversity, Equity, Inclusion, and Belonging

- Oversee the design and implementation of Belonging initiatives in alignment with organizational values.
- Work in partnership with the organization to create a culture of belonging anchored in disability justice.
- Monitor equity and belonging goals and benchmarks and offer strategies to the Senior Leadership Team for ensuring organization wide accountability.

Compensation and Benefits

- Manage and oversee benefits programs to achieve organizational goals; act as a liaison with brokers and provide oversight for all benefits vendors.
- Support the risk management programs, including workers' compensation, and establish safety programs in cooperation with facilities and finance teams; oversee staff ergonomics programs to provide a more effective work environment to prevent worker's comp injuries and to avoid lost time.
- Implement a consistent compensation program, integrated with market data and individual performance, that is financially sound and supports our goal to hire and retain key talent.

Employee Relations

- Monitor all separations and separation processes and conduct exit interviews; seek Leadership Team and outside employment counsel advice and input as needed; communicate key findings from exit interviews.
- Provide guidance, counsel, and coaching to staff and management to support conflict resolution with the goal being to solve issues and problems at the lowest level of impact.
- Conduct investigations as needed with the highest standards of integrity, confidentiality, and effectiveness; create and maintain necessary confidential documentation. Take actions as necessary to resolve issues and complaints.
- Ensure compliance with collective bargaining agreement and work-rules and maintain effective working relationships with union representatives so as to be able to amicably resolve issues as they arise.
- Counsel staff and management at all levels in career development and performance deficiencies; provide coaching for management development.
- Interact in sensitive situations, coach and counsel staff and management, and/or use influence and negotiation skills with Management and staff at all levels of the organization,

OPERATIONS (FACILITIES/IT) (30%)

- Manage operational performance of Facilities ensuring that all office locations and vehicles meet the needs of participants and staff.
- Provide strategic direction for the external IT partner, centering the needs of staff and participants to leverage technology to increase impact and improve experience.
- Monitor and oversee all real estate holdings, leases, and related service contracts.
- Serve as a member of the Senior Leadership Team and round table discussion panel representing operations, facilities, and IT.
- Participate in pivotal decisions as they relate to strategic initiatives and operational models.
- Implement policies, procedures, and processes as deemed appropriate by the Senior Leadership Team.

SUCCESS CRITERIA

- **Strategic Direction** - Contributes and commits to action on long-term direction with strong point of view and understanding of resources, operational/organizational values, and emerging budgetary, technological, and regulatory conditions.
- **Operational Decision Making** - Secures and compares information from multiple sources to identify issues; commits to an action after weighing alternative solutions against important decision criteria.
- **Building Organizational Talent** - Establishes systems and processes to attract, develop, engage, and retain talented individuals; creates a work environment where people can realize their full potential, thus allowing the organization to meet current and future challenges.
- **Strategic Influence** - Creates and executes influence strategies that gain commitment to one's ideas

and persuade key stakeholders to take action that will advance shared interests and goals.

- **Leadership Presence** - Demonstrates a poised, credible, and confident demeanor that reassures others and commands respect; conveys an image that is consistent with CLI's vision and values.

QUALIFICATIONS

Knowledge, Skills, and Abilities

- In-depth knowledge of labor law and best practices, as well as recent changes and trends in employment practices.
- Well-versed in HR, IT, Facilities, and Operations
- Strong leadership skills and the ability to demonstrate and lead on values, initiatives, and culture of the organization.
- Operational decision making that involves the appropriate individuals; development of appropriate plan of action from multi-disciplinary perspectives.
- Ability to see the "big picture" without loss of attention to detail.
- Ability to prioritize competing demands and ensure the organization is spending time on what's most important.

Preferred Education and Experience

- Bachelor's degree or equivalent in Human Resources or Organizational Development
- 5-7 years of progressive leadership experience in People Operations positions
- 3+ years of people management experience

Desired Education and Experience

- Master's degree or equivalent in Human Resources or Organizational Development
- 7-10 years of human resource experience and/or specialized training in people operations
- Professional certification
- Active affiliation with appropriate Human Resources networks and organizations and ongoing community involvement
- Possess ongoing affiliations with leaders in successful companies and organizations that practice effective People Operations Management.

PHYSICAL DEMANDS

Repetitive keyboard and screen use, phone use, walking, standing, bending, stooping and direct client interaction.

The physical demands described here are representative of those that must be met by staff to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

This position is primarily located at 1500 Howard Street, San Francisco; however, may require occasional travel to satellite offices or off-site meetings as required by the job.

The statements herein are intended to describe the general nature and level of work being performed by staff assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for personnel so classified.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Arc San Francisco is committed to equal opportunity in the terms and conditions of employment for all employees and job applicants without regard to race, color, religion, sex, sexual orientation, age, gender identity or gender expression, genetic information, marital status, national origin, disability, citizenship, or veteran status. We will consider qualified candidates with criminal histories in a manner consistent with the requirement of the San Francisco Fair Chance Ordinance.

The Arc San Francisco is an Equal Opportunity Employer

APPLICATION PROCESS

Please send cover letter and resume explaining related experience to:

Via Postal Mail

The Arc San Francisco
Attn: Human Resources Department
1500 Howard Street
San Francisco, CA 94103

OR

Via Email

jobs@thearcsf.org

with "HR Director" in the subject line