



**charlotte center
for legal advocacy**

justice lives here.

5535 Albemarle Road
Charlotte, NC 28212
Telephone: (704) 376-1600
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Chief People Officer

Full-Time

WHO WE ARE:

Charlotte Center for Legal Advocacy, a non-profit agency that provides legal assistance in civil matters to low-income persons in Charlotte and Western North Carolina, seeks a Chief People Officer to promote and implement human resource values through successful execution of role responsibilities, creativity and management of human resources programs. More information about the Advocacy Center can be found at our website: www.CharlotteLegalAdvocacy.org.

ROLE:

Under limited supervision, the Chief People Officer is responsible for planning and implementing strategic objectives for development of human resources and the overall management of human resources activities such as policy development, compliance, recruitment, compensation and classification, recognition, benefits administration, employee relations, conflict resolution, training and development and performance management. This highly visible position will embrace our mission and vision and help create an environment that helps the mission and vision permeate through all levels of the organization.

SUPERVISORY RESPONSIBILITIES:

- Recruits, interviews, hires, and trains new staff in the department.
- Oversees the daily workflow of the department.
- Ensures constructive and timely performance evaluations for all employees.
- Handles and/or facilitates discipline and termination of employees in accordance with company policy and management discretion.

DUTIES & RESPONSIBILITIES *(include but are not limited to):*

Staffing/Recruitment: Identifies, recruits, and recommends candidates for all positions. Oversees the maintenance of accurate and up-to-date personnel files on all employees.

- Ensures that company hiring standards, laws and applicable regulations are followed in the application, hiring and selection process.
- Works with individual departments to anticipate and plan for upcoming staffing needs and related budgets.
- Identifies and documents the essential job functions for positions.

- Establishes and maintains relationships with local recruiting sources, colleges/universities, and outreach agencies for recruitment purposes, and represents the company by attending Career Fairs and community events with the goal to promote the brand and values into the community.
- Screens and interviews applicants; coordinates background checks/references, and processes applicable paperwork.
- Partners with department managers to complete the interview process and extend employment offers.
- Facilitates the resolution of employee relations issues, including moderating internal disputes, initiating, and administering disciplinary procedures, up to and including terminations.

Employee Relations: Identifies employee relations practices necessary to establish a positive employment relationship and promote a high level of employee morale and motivation.

- Develops, implements, and monitors corrective actions policies and procedure to ensure fairness and consistency. Provides orientation for supervisors to understand the importance of documentation.
- Conducts formal and informal investigations into employee complaints.
- Serves as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Facilitate performance management through designs, implementation and evaluation of a comprehensive performance management system to support a performance culture.
- Advises managers on organizational policy matters, such as equal employment opportunity and sexual harassment, and recommends needed changes.
- Represents organization at personnel-related hearings and investigations.
- Conduct employee satisfaction surveys by establishing a system to evaluate the internal environment, external influences and overall job satisfaction.

Onboarding: Designs and ensures a new employee onboarding experience that tracks from the first impression when the job was posted through the hiring process and 3-6 months into their employment with the goal to ensure high standards of recruitment and high levels of retention.

- Ensures new employees are added and files created and maintained in accordance with law and best practices.
- Maintains employee I-9 information including re-certifying credentials and using E-Verify or any facet of this as part of onboarding with Paylocity.

Exit Procedures: Develops and implements the exit process, including unemployment insurance claim responses as well as offboarding benefits including COBRA.

Compensation: Partners with management to establish and maintain the company wage and salary structure.

Benefits: Manages the benefits administration piece for all employees. Ensures employees are correctly added and deleted in a timely manner. Leads the development of benefit orientations and other benefits training including enrollment.

Training and Development: Defines HR training programs in conjunction with established guidelines and available resources. Facilitates effective training and development programs for employees.

- Establishes training/career paths for various career objectives. Identifies potential leaders in the organization and provides growth opportunity.

Safety: Maintains incident reports, incident logs and complies with OSHA reporting requirements. Coordinates worker's compensation claims with insurer.

- Provides support for safety initiatives and ensures that safety is reviewed with staff on a monthly basis.

Payroll: Serves as check and balance for reviewing payroll for accuracy and monthly payroll accruals.

- Liaises between departments or other groups to improve function or communication.
- Advises on legal or regulatory compliance matters.
- Performs other duties as required within the scope of responsibility.

KNOWLEDGE AND SKILL REQUIREMENTS:

- Must possess a Bachelor's degree in HR or related field; and a minimum of 5-7 years of HR experience as a generalist working in a small to mid-sized organization; or equivalent combination of education and experience.
- Must have experience at the exempt level and have experience in each of the functional areas mentioned above.
- Must be well versed in current federal, state and local laws and have direct examination with EEO, ACA, ADA, FMLA, WC, HIPAA, FLSA, OSHA, ADEA, unemployment insurance, etc. Experience working with non-profits is preferred.

LICENSE AND CERTIFICATIONS:

Prefer certification as a Senior Professional in Human Resources (SPHR) or a Professional in Human Resources (PHR) or be willing to acquire certification within a year. Must possess a valid driver's license.

LANGUAGE SKILLS:

Ability to exercise excellent communication, presentation, organization, time management and listening skills. Excellent writing skills are required.

MATHEMATICAL SKILLS:

Possess excellent math skills. Must be proficient in Microsoft Office Suites of products.

REASONING ABILITY:

Ability to assess situations rationally by applying logic based on new or existing information when making a decision or solving a problem.

PHYSICAL REQUIREMENTS:

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

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and be able to work in a standing position for long periods of time (up to 5 hours) with the ability to sit for prolonged periods of time.

WORK SCHEDULE:

Charlotte Center for Legal Advocacy supports a hybrid work schedule with core work hours, Monday - Friday, 8:30 am - 5:00 pm.

SALARY:

This position is a full-time, salary, exempt position. The starting salary is \$110,000 and could vary depending upon experience and skills.

BENEFITS:

The Charlotte Center for Legal Advocacy offers a generous leave and benefits package, including medical, dental, and vision coverage at 100% for employees, 22 paid days of General Leave, 12 paid holidays, and 100% employer-paid professional liability.

REASONABLE ACCOMMODATION:

Charlotte Center for Legal Advocacy (CCLA) is committed to the full inclusion of all qualified individuals. As part of this commitment, it is the policy of CCLA to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact Julia Lanham at julia.lanham@charlottelegaladvocacy.org.

EQUAL OPPORTUNITY EMPLOYER:

Charlotte Center for Legal Advocacy provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of reemployment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

APPLY:

Applicants should send a resume and cover letter to careers@charlottelegaladvocacy.org. Please note the position for which you are applying in the subject line. This position is open until filled.