

# WE'RE HIRING

## Chief People Officer & Director of Human Resources



**Salary:** \$130,000 - \$150,000

**Job Type:** Full Time

**Department:** Human Resources

**Location:** Andover, MA

### DESCRIPTION

The Chief People Officer & Director of Human Resources designs, develops, and leads the employee experience for the Town of Andover, oversees the town's human resources functions, implements employee engagement strategies, cultivates and facilitates talent management efforts, and fosters a culture of innovation, creativity, and purpose across the organization.

### DESIRED EDUCATION/EXPERIENCE

Duties require Bachelor's degree in human resources, organizational development, public administration, business administration, or related field; Master's Degree preferred; 5-7 years of progressively responsible experience in human resources or organizational development ; or any equivalent combination of education and experience.

### APPLY

To apply, submit a resume and cover letter via e-mail to: [CPOsearch@andoverma.us](mailto:CPOsearch@andoverma.us)

### RESPONSIBILITIES AND MAJOR FOCUS AREAS

**The Chief People Officer & Director of Human Resources serves as a member of the Town's Senior Management and Administration and Finance Leadership Teams, and contributes to the culture of innovation in the following ways:**

- Serves as the chief architect and custodian of workplace culture.
- Administers the town's compensation and classification systems and a working knowledge of collective bargaining agreements and personnel contracts.
- Provides guidance to all Town departments and divisions on human resources and personnel matters.
- Leads efforts to implement strategies that retain the passionate, hard-working, and dedicated employees of the town, while also fostering an environment that will attract strong, purpose-driven, and creative professionals.
- Leads the process of finding new ways to attract talented candidates for positions with the Town of Andover. Responsible for developing evaluation processes that support the selection of qualified candidates.
- Maintains a deep understanding of market expectations for employee benefits and compensation and makes recommendations in order to ensure that the Town of Andover remains competitive for hiring a skilled workforce.
- Drives meaning and purpose throughout the organization through employee coaching, leadership development opportunities, and cross-training.
- Generates excitement about public service by developing and implementing out of the box methods to increase awareness and excitement about careers with the Town of Andover.
- Creates first impressions for career candidates that express what it means to be a successful employee for the Town of Andover.
- Guides departments and divisions through organizational changes, resource re-allocation, and idea implementation.



**RESPONSIBILITIES AND MAJOR FOCUS AREAS (CONTINUED)**

- Serves as a leader on the town's Labor Relations team, building and leveraging relationships to create harmonious and productive partnerships between management and labor groups.
- Develops collaborative processes for managing and/or mediating sensitive employees matters.
- Advocates for employees looking to chart meaningful paths within the organization - creating unique opportunities for employees to be their best.
- Interprets employee agreements and contracts, while at the same time using common sense, creativity, and sound judgment to limit confusion, mediate disputes, and solving problems.
- Collaborates with human resource partners on employee wellness initiatives, employee benefits, and administrative simplification.
- Administers civil service processes and procedures for the Town's public safety departments.
- Addresses personnel issues for the Town and serve as the subject matter expert on personnel matters including progressive discipline and performance improvement plans when necessary.
- Oversees the maintenance of personnel records.

**DESIRED QUALIFICATIONS, SKILLS AND ATTRIBUTES**

- Perform as a self-starter who can think creatively.
- Ability to recognize organizational priorities and work cooperatively with multiple stakeholders to accomplish goals and objectives.
- Significant understanding and knowledge of human resource functions and human resource software products.
- Significant understanding of labor relations, collective bargaining agreements, and contract negotiations.
- Ability to provide guidance and facilitation on personnel issues requiring legal processes and procedures.
- Knowledge of contemporary business software and customized municipal and human resource applications; must have expertise in Microsoft Office, and knowledge of MUNIS preferred.
- Ability to analyze complex issues and to develop relevant and realistic plans, programs, and recommendations.
- Ability to communicate effectively both verbally and in writing; to establish positive employee relations for the organization; and to interact effectively with a wide variety of internal customers and external vendors.
- Planning, management, organizational, supervisory and leadership skills.
- Ability to prioritize multiple tasks and deal effectively with interruptions.
- Ability to perform detailed work accurately and efficiently within strict deadlines.
- Commitment to hiring and retaining a diverse staff and the ability to inform stakeholders of best practices in this area.

**SUPERVISORY RESPONSIBILITIES**

Provide leadership to the Human Resources Staff including Benefits Manager, Human Resources Generalist, and seasonal benefits staff members. Provide guidance and leadership to all Administration and Finance staff members.

