



## **Open Arms of Minnesota Job Description: Chief People Officer**

**Organizational Summary: Open Arms of Minnesota (OAM)** is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission: by providing food as medicine, we nourish our clients and build community. In our state-of-the-art kitchen, OAM staff members and more than 6,600 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own Open Farms gardens. Volunteers deliver the meals throughout the Twin Cities metro area to approximately 3,000 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit [www.openarmsmn.org](http://www.openarmsmn.org)

**Open Date:** October 7<sup>th</sup>, 2022

**Closing Date:** Until filled

**Position Overview:** The Chief People Officer contributes to the mission of Open Arms by overseeing organizational hospitality and culture and leading all human resources and human capital functions of the organization. These functions include diversity, equity and inclusion, talent acquisition and retention, employee and leadership development, investment in culture and hospitality, volunteer engagement and performance management. The CPO provides oversight and direction to the HR Team and collaborates with the Volunteer Engagement Department, ensuring that all are aligned in ensuring a superior environment and culture in a highly relational, unique, fast-paced organization. In addition, the CPO will ensure HR compliance is achieved through pragmatic leadership policies and practices. The CPO will build trust and effective relationships with all leaders and staff members, demonstrating a proactive and accountable team-oriented approach to addressing the opportunities and challenges of the organization.

As with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have an exemplary experience during all interactions with Open Arms and consistently maintains a high level of customer service to all guests, clients and fellow team members.

### **Primary Job Responsibilities:**

#### Strategic Leadership

- Serve as a strategic business partner, influencer, and change agent responsible for implementing people initiatives, engagement, and cultural change across the organization.
- Provide leadership, consultation, guidance, and support in the areas of recruitment, hiring, compensation, benefits, training and development.

- Work with Senior Leadership Team to shape strategy, serving as the internal expert on talent and functional trends.
- Lead Human Resources as an integral and strategic voice and trusted business partner across the organization.
- Model of and champion for OAM's values, ensuring focus and progress on the organization's diversity, equity, and inclusion progress.
- Serve as a thought partner and trusted counsel to the CEO, providing day-to-day and strategic advice on talent, employee relations, and other matters, as well as coaching and feedback.
- Lead the organization through change proactively, intentionally guiding teams through the stages of change management.

### Culture and Engagement

- In collaboration with Senior Leadership Team, nurture and advance Open Arms' mission, purpose, values.
- Ensure that the organization's unique, relational, people-focused culture is preserved and enhanced.
- Align and execute people strategies that enhance employee engagement and retention.
- Assist in the development and implementation of professional development and training opportunities.

### Talent Management

- Oversee the talent acquisition process including job creation, recruitment, and onboarding.
- Diversify the source of applicants through various methods including but not limited to website, job sites, advertising, use of external recruiters when applicable, social media, and networking opportunities.
- Create a positive candidate experience by ensuring candidates receive timely, thoughtful, accurate and engaging messaging throughout the hiring process.
- Provide recommendations to hiring teams on best practices, job description enhancements, interview questions, qualified candidates, etc.
- Oversee the New Employee Orientation Program and provide guidance and direction on enhancements.
- Perform annual audits to ensure job duties, pay, classification, and other elements are accurate in job descriptions.
- Plan, establish and maintain a formal program of wage and salary administration to include a job evaluation program, wage and salary plan design, compensation plan research, support and administration, salary review process, including any merit increase administration (approval process, tracking results, communication to employees and evaluation of annual program results).
- Design and implement training and development initiatives by managing the content for employees, including comprehensive training for managers.
- Assist managers with conflict resolution by identifying, evaluating, and resolving employee relations issues.

### HR Systems

- Ensure that HR and related management practices comply with law, policy, rules, and contracts in addition to HR and DEI best practices.
- Ensure that HR Team members maintain knowledge of applicable employment laws and HR policies.

- Act as a resource to all managers and leaders regarding personnel policies and applicable laws.
- Ensure processes are in place to maintain integrity and accuracy of all data input, managed and reported through the core HRIS.
- Research and recommend improvements to HR process, including improvements to technology, as needed, and taking into consideration the employee experience.
- In collaboration with the Chief Financial Officer, manages compensation and benefits review, including regularly updating compensation plans and employee benefits to ensure market competitiveness
- Leads the annual process in coordination with our external insurance brokers to review and adjust employee benefits based on market conditions and current trends.
- Leads employee benefit education initiatives, including the annual open enrollment process.
- Oversee processes for workers' compensation, disability, leave, workplace accommodation requests, and health and safety issues; inform managers and act as a resource to others in the organization.
- Oversee proper payroll administration.
- Direct and manage performance management process and systems.
- Manage HR risk by ensuring legal compliance by monitoring and implementing applicable human resources federal and state requirements, providing advice to leaders, and filing required reports, maintaining records.
- Conduct effective investigations into complaints of violations of employment laws or policies.
- Provide escalation for consultation and investigation of HR issues that are particularly complex or sensitive.
- Maintain compliance with affirmative action programs and keep necessary records, reports, and logs to conform with regulations.
- Other related duties as assigned.

#### **Requirements:**

- 8+ years of well-rounded experience across all facets of Human Resources.
- 3+ years of experience with talent acquisition.
- 3+ years of supervisory experience, leading HR efforts within an organization.
- Experience in a non-profit and/or volunteer driven environment strongly preferred.
- Deep knowledge and understanding of relevant employment laws.
- Demonstrated experience with Diversity, Equity, and Inclusion initiatives across organizations.
- Experience creating and executing staff and management trainings, staff development plans and staff appreciation programs
- Ability to build successful relationships, earn trust, and to exert influence across the organization.
- Solutions-oriented approach.
- Strong creative problem-solving skills.
- Strong sense of business acumen, with a blend of HR technical skills and soft skills.
- Strong communications and listening skills with the ability to effectively communicate with a variety of audiences across all levels of the organization.
- Understanding and observing discretion/confidentiality requirements.
- Strong customer service skills with internal and external stakeholders.

- Great organizational skills and ability to adapt quickly to the changing needs of the organization.
- Able to keep calm in demanding, busy situations.
- Ability to work with flexibility, efficiency, and enthusiasm, both individually and as part of a team in a fast-paced, high-demand environment.
- Ability to contribute to a positive team environment.
- Extremely detail-oriented, well-developed organizational skills and ability to handle multiple projects at the same time.
- Proficiency in standard office software programs (Office, PowerPoint, etc.).
- Ability and flexibility to work at two different physical campuses – one in Minneapolis and one in St. Paul.
- Flexible availability to work on site during hours of operations, including evenings and weekends.
- Sensitivity and commitment to diversity and ability to work respectfully with wide array of co-workers and members of the community.
- A passion for the mission and values of Open Arms.

**Physical Requirements:**

- Ability to communicate verbally and in writing in English.
- Able to operate standard office equipment (such as telephone, computer, printer and copy machine).
- Able to sit for long periods of time.
- Ability to talk and hear, and to communicate verbally and in writing in English.
- Ability to review and reply to documents and information on computer screen as well as to use a computer and variety of software programs.

**Reports To:** CEO

**Location:** Minneapolis, MN 55404

**Compensation Range:** \$100,000- \$115,000 annually

**Location:** Minneapolis and St. Paul, MN

**Hours:** Full Time

**To Apply:**

Please send resume and cover letter detailing pertinent experience to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto:jobs@openarmsmn.org)
- Fax: 612.872.0866
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404

**Benefits:**

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan is also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability, or socioeconomic status. We encourage all individuals with direct or transferrable experience to apply for this role.

**Equal Opportunity Employer**