



Position Description

Position Title: Director of People and Culture

Reports to: Chief Operating Officer

FLSA Status: Exempt

Organization Overview: United Way of Anchorage mobilizes the community to make lasting, measurable changes in community conditions that improve lives. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, collaborative, and adaptive.

The Opportunity: To fuel UWA's growth and service to Anchorage, UWA seeks a Director of People and Culture. This is a high stake, high visibility position who will tackle challenges and create opportunities for UWA both internally and externally. The organization needs an innovative builder and forward-thinking leader who can blend sound business judgment with People function expertise while using innate resourcefulness and creativity as UWA works to meet the needs of our ever changing and growing community. We are looking for an organization builder, a strategist, and a highly engaged, empathetic individual to lead an essential business capability and to foster a world class company culture driven by the UWA Mission.

The Director of People and Culture is at the forefront of the UWA promoting a workplace and a community that emphasizes equity diversity, inclusion, and access. The position reports directly to the COO and is a key stakeholder, strategic partner and collaborator on all major department objectives and is responsible for ensuring equitable and inclusive outcomes.

Essential/Primary Responsibilities:

Culture - Be a steward of UWA Culture and Values. Exemplify what it means to be human-centered, a partner, future oriented, a continual learner who models failing forward as well as success, an owner of our outcomes.

- Partner with the SLT to evolve processes and programs; understand organizational needs and create and drive processes, policies, and workflows that are compliant, efficient, scalable, and reflect UWA values.
- Work with CEO and COO to schedule, promote, plan and execute events, including: monthly all-staff meetings, company picnic, and Christmas party;
- Work with CEO and COO to strategically plan HR culture initiatives that will benefit the company and encourage more efficient and beneficial work from employees;
- Foster cross-functional relationships and ensure managers and employees are properly connected;

- Promote a positive and open work environment where employees feel comfortable speaking up about opportunities and challenges;
- Monitor employee progress and stay abreast on company climate and culture, ensuring it stays positive and productive; publish and distribute monthly employee email/newsletter.

Employee Relations - Create an incredible employee experience that is inclusive and performance oriented -- from onboarding to ongoing development to offboarding.

- Manage all hiring, onboarding, and training procedures for new employees;
- Manage ongoing training programs for employees;
- Direct and oversee all offboarding procedures;
- Facilitate annual review process;
- Build and drive scalable solutions around making our leaders better managers, growing our team's capabilities, and driving employee retention
- Continually educate employees on company policies (including sexual harassment, appropriate dress and social media permissions, etc.) and keep employee handbook current;
- Establish operational excellence including leveraging technology and analytics towards creating strong People practices
- Maintain employee records.
- Benefits Administration/Compliance
- Administer or change benefits, health plans, retirement plans, etc.;
- Work with Chief Finance Officer to understand and adhere to all compliance issues, including all pertinent labor laws.

Performance Management - Use program and people-related data to drive better decision making and develop key metrics to measure program efficiency/effectiveness.

- Develop and implementing process and performance management strategies.
- Build and maintain strong working relationships with key department stakeholders across teams, functions, and locations to enhance planning, leverage reporting opportunities and improve processes.
- Support the management in developing and maintaining KPIs, dashboards and metrics that allow the timely progress of the strategic sourcing department.
- Implement and manage strategic initiatives with business stakeholders including identifying barriers and establishing solutions in a collaborative manner.
- Develop and maintain procurement analytics to track performance.
- Diversity, Equity, Inclusion and Access – work across all People teams; partner with our SLT members to educate and promote awareness and ensure an inclusive work environment that fosters belonging and allyship.
- Create - Architect a comprehensive DEI program by thoughtfully researching and analyzing qualitative and quantitative data and best practices, including current employee input, company culture, values, and strategy to define priorities and key program outcomes.
- Implement - Work together with the UWA Team, our partners, and our community to build a comprehensive program, informed by data and our culture, that is meaningful, impactful, sustainable, and measurable. This will include smart investments, outside partnerships, education, and events.

- Sustain – Create an engaging and successful ecosystem that self sustains and ensures that DEI is embedded organization-wide (top down and bottom up).
- Drive - Stay informed on societal challenges, evolving DEI best practices, and developments in our company culture. With this understanding, invent, evolve, improve, and simplify business and HR processes within our organization.
- Evangelize - Create and present regularly to executives a dashboard of meaningful data and analysis to show progress toward objectives and calibrate programming in real time for effectiveness and fruitful investment. Inform employees, and at times the public, of our DEI commitments, programs, and policies.

Leadership Competencies:

Talent Management & People Development

- Builds and leads a diverse team that enables organization to succeed; Hires right people; Demands high performance and results; Ensures people’s work is aligned with mission and strategy.
- Open to new ideas; Invests time and resources in training, development and succession for the department; Identifies and grooms high-potentials; Delegates effectively.
- Coaches and mentors employees and teams.
- Receives and provides feedback in a constructive way that builds confidence among staff
- Addresses performance problems.

Business Acumen & Strategic Direction

- Demonstrates understanding and knowledge of United Way network; Understands business of the organization and effectively creates strategy.
- Understands the community and its business environment.
- Understands general business and financial principles required to effectively lead, manage, and align resources for performance; Able to read financial statements, create budgets.
- Contributes to the bottom line by helping organization grow its resources and capacity.

Operational Planning & Execution

- Establishes effective and efficient processes that align their department priorities with greater organization goals, strategy and mission;
- Collaborates effectively within organization;
- Inspires and motivates people and builds the culture of United Way as the Mission of Choice;
- Engages volunteers in a way that helps execute the strategy.

Requirements:

- Preferred 10+ years combined experience in the HR/Talent/People space, with a broad range of exposure to include HR, People Operations, Strategy & Talent Acquisition.

- Thorough understanding of HR policies and procedures, and knowledge of Federal and State regulations.
- Familiarity with all aspects of HR, including compensation, recruitment, benefits, training.
- Experience leading, developing, and managing people/HR/Talent teams.
- Excellent interpersonal, written, and verbal communication skills are essential. Ability to lead meetings and presentations, and ability to interface with all levels of staff with tact and diplomacy.
- Proven ability to influence and drive change aligning people strategy with business goals.
- A progressive mindset: you are innovative, passionate, and entrepreneurial.
- A style and approach that is proactive, thoughtful, empathetic, organized, and actionable.
- A strategic thinker, that can also focus on tactical and operational issues with a history of managing on-going operational deliverables and sudden, high priority, tasks.
- Strong communication with strong intuition and the ability to synthesize ideas and present them in a poised and polished manner.
- A "people person" – the ability to connect people and meet them where they are while being able to deliver messages in a simple manner.

Place of Work: 777 Juneau Street, Anchorage, Alaska 99501

Hours of Work: 8:30 am – 5:00 pm, Monday – Friday

Salary: \$70,000 - \$95,000, plus benefits. Benefits include holiday pay, medical, dental, and vision insurance and a retirement plan.

To Apply: Submit letter of interest and resume to Nina Makarova: nmakarova@ak.org

Position open until filled.