



Chief Human Resources Officer

ORGANIZATION

Metro Housing|Boston is a leading nonprofit dedicated to connecting the residents of Greater Boston with safe, decent homes they can afford. Metro Housing empowers families and individuals to move along the continuum from homelessness to housing stability. Serving more than 25,000 households annually, we work seamlessly to bridge the gaps among government, nonprofits, and corporations to continually increase our impact. With more than 30 years' experience piloting and implementing housing programs, we have solidified our position as an industry-leading expert on navigating the affordable housing field.

MISSION

We mobilize wide-ranging resources to provide innovative and personalized services that lead families and individuals to housing stability, economic security and an improved quality of life.”

OVERVIEW

We are seeking an experienced HR leader who is a detail-oriented, organized professional and an enthusiastic team player. He or she will be committed to helping Metro Housing hire, engage, and retain talented employees who will continue our success in achieving our mission. The Chief Human Resources Officer will report to the Executive Director and manage a comprehensive human resources function to support and advance Metro Housing as a team-based organization.

The CHRO plays a key strategic role within the organization, consistently develops forward-thinking strategies for the HR team, serves as a trusted business partner to the executive team (Chief Executive Officer, Deputy Director, Chief Financial Officer, Chief Development Officer, and Chief Operating Officer), and is responsible for all Human Resources generalist and specialist activities. The CHRO ensures that the HR philosophy is aligned with the mission of the organization; oversees a department that is viewed by managers as consistent, supportive, responsive, and evidence-based, establishes clear channels of communication to employees; and ensures consistency and competency in HR processes and policies.

The CHRO serves as a member of the executive team and participates in organization oversight, development, and evaluation activities.

RESPONSIBILITIES INCLUDE:

Senior Staff and Organization Oversight

- Participate in executive team and senior staff meetings;
- Participate and present at board meetings;
- Participate and offer leadership in organization subcommittees, task forces, and/or other organization-wide initiatives and/or external subcommittees, advisory boards, task forces and other such collaborative opportunities;
- Work closely with other senior staff members to ensure interdepartmental communication and collaboration.

Program Management/Administrative

- Direct the comprehensive Human Resources functions including, but not limited to, policy development, staffing, compensation, benefits, employee relations, affirmative action, training and development, and HR communications. Determine appropriate HR staffing and competencies required to deliver these functions effectively.
- Act as a business partner to all levels on organization development and change management. Work with outside consultants as needed to augment internal efforts;
- Assess team and leadership development needs, and work closely with managers to design and deliver ongoing management training and staff development programs that instill an ethic of coaching, constructive effective feedback, team building, facilitation, and conflict resolution;
- Fully leverage available technology to enhance basic HRIS functions (such as through ADP) and communications;
- Enhance and sustain a rigorous DEI program (Diversity, Equity, and Inclusion) at both Board of Director and staff levels that is a central and an explicit part of hiring, staff development, organizational development, and all HR and organization programs and activities;
- Manage Human Resource Generalist in supporting employee relations, performance review, compensation, and other assigned projects:
 - Responsible for employee relations; Coach and consult with team leaders and Senior Staff on performance issues;
 - Responsible for ensuring a fair responsive process to staff complaints and problem resolution;
 - Manage the organization's monthly and annual performance review program; Ensure that performance programs support individual, team and organizational development;
 - Manage organization's compensation program emphasizing team as well as individual performance;
 - Conduct salary surveys, benchmark jobs, ensure that salaries are comparable with market; Review all salary increases;
- Manage and oversee recruitment and staffing with external staffing assistance as needed; Develop a strategic approach to attracting/retaining staff; Develop new recruitment sources; Consult with team leaders and senior staff as requested;
- Manage Human Resource Specialist in supporting transactional processes related to onboarding and off-boarding, ADP Workforce database, benefits administration, producing and analyzing reports, legal compliance and employee records management.
- Responsible for continuous review of job descriptions for competitiveness as well as cost containment initiatives, enrollment & billing activities, and communications; and
- Ensure legal compliance in all aspects of employment. Review all recommendations concerning hiring, performance management, and terminations prior to action being taken.

Competencies

- Be comfortable as an HR strategist and planner while also possessing a deep working knowledge of all general areas, ensuring effective delivery of HR programs;
- Be willing and able to "roll up his/her sleeves" while never losing sight of the broader HR issues
- Show initiative and be highly responsive to employee and external customers;
- Be open, approachable and visible throughout the organization, building trust and confidence at all levels; and
- Direct services that result in HR being valued as a collaborative, consultative partner across the entire organization.

QUALIFICATIONS

- At least 10 years' experience in some combination of HR generalist, organizational development, and training & development, with at least three years as director of a Human Resources department;
- Exceptional leadership and management ability within a diverse workforce;
- Superior analytical skills and problem-solving abilities, including a demonstrated ability to view challenges as opportunities and to proactively identify and implement solutions that are creative, innovative, and flexible;

- Excellent communication, and organizational skills;
- Excellent computer skills required, including proficiency in Microsoft Office as well as HRIS, preferably experience with ADP;
- Willingness to work as part of a team to promote the goals of the program and organization;
- Ability to manage several complex tasks at once while maintaining professional composure;
- Solid knowledge of all major disciplines of HR, including staffing, compensation, benefits, policy, employee relations, training and development program design and implementation, and legal compliance;
- Strong facilitation and coaching skills. Experience in a team-based and multi-cultural environment;
- B.A./B.S. degree or equivalent work-related experience; SHRM Certification preferred; and
- Bi-lingual preferred.

PREFERENCE GIVEN TO

- Candidates with multilingual skills (verbal and written)
- Candidates who live within two miles of Metro Housing|Boston's headquarters at Roxbury Crossing

SALARY/BENEFITS (This position is exempt)

Salary is commensurate with experience with excellent benefits. Please visit website:

<http://metrohousingboston.org/>

TO APPLY

Send resume, cover letter, and references to Chris Norris, Executive Director, at chris.norris@metrohousingboston.org.

AN EQUAL OPPORTUNITY EMPLOYER