National CAPACD seeks a strategic and experienced Director of People & Culture.

The National Coalition for Asian Pacific American Community Development (National CAPACD) advances equity and creates vibrant, healthy neighborhoods by mobilizing and strengthening a powerful coalition of Asian American, Native Hawaiian, and Pacific Islander community-based organizations working in low-income communities.

National CAPACD’s staff are committed to a culture of inclusion, respect, integrity, learning, performance, accountability, collaboration, and celebration. Inclusion is both a commitment to diversity and respect for our differences. An organization built on integrity represents mutual trust, honesty, openness, and freedom from judgment in our work together. We are also a learning organization – everyone has something to offer and each of us has something to learn. Setting a high standard of performance means quality results, getting the job done, and doing the right things in the right way while being accountable to ourselves, our communities, and our supporters through transparency and absolute dedication to all of our values. Lastly, we value collaboration within the organization and with our coalition members, and we always leave room for celebration in our work.

National CAPACD is seeking its first ever Director of People & Culture to develop a transformational and cohesive talent strategy that builds and improves upon existing processes and systems and advances a culture of belonging and accountability. This role comes at an exciting time in National CAPACD’s history, as we make the jump from 20 to 30 employees by the end of 2023, shift to a primarily remote work environment, and embark on the first year of a new strategic plan. The Director will have the opportunity to apply equitable employment practices to human resource (HR) policies and decisions, and foster a Diversity, Equity, and Inclusion (DEI) lens to all aspects of people management.

The Director will support staff in the areas of talent development, talent acquisition, team cohesion, staff relations, and the overall candidate and employee experience from hire to rehire. The Director will build, enhance, and promote frameworks, policies, and tools to develop, reward, and retain National CAPACD’s extraordinary staff. They will serve as an in-house expert and strategist on all talent and HR-related issues.

The ideal candidate is both a strategic thinker and experienced operational leader. They are a keen listener, highly skilled communicator, and relationship builder. They can inspire staff and collaborate across departments and at all levels of the organization, and provide feedback and coaching to support the achievement of goals and staff development and growth.

This is a full-time position based remotely in the United States. The Director of People & Culture is an integral part of the Finance and Operations division. The Director reports directly to the Chief Finance and Operations Officer, and will join the organization’s Management Team. The Director will have the opportunity to build and supervise a team that contributes to people operations.
Roles and Responsibilities Include:

People & Culture Building
- Work with the Chief Finance and Operations Officer to set a strategic vision and priorities for all talent and people operations work, ensuring the organization has the resources and capabilities it needs to grow and execute the strategic plan;
- Develop our talent strategy and culture building approach, in collaboration with the staff, to ensure we are stewarding our talent resources well;
- Develop systems and approaches for engaging staff as well as guide programming for staff meetings and staff retreats to advance a healthy organizational culture;

Talent Acquisition & Management
- Coordinate full life-cycle of recruitment in partnership with hiring supervisors; lead efforts to build an informative, comprehensive, and people-centric onboarding and orientation process that considers modern best practices for remote staff;
- Build out a performance management framework and establish talent management and succession planning across the organization; provide day-to-day performance management coaching to supervisors; develop processes and tools to ensure staff and supervisors deliver/receive ongoing, timely, and actionable feedback;
- Support DEI efforts to build a thriving team with various backgrounds and strengths;

Human Resources Administration
- Optimize and manage HR systems, processes, and workflows that maintain and improve staff relations and shape organizational culture;
- Partner with C-suite on developing and administering a consistent and equitable compensation philosophy that ensures a sustainable compensation package for all staff;
- Update, communicate, and maintain legally compliant Personnel Policy Manual aligned with National CAPACD’s values and culture;
- Provides payroll support to the Finance department and oversee external vendors to ensure that benefits, payroll, and other aspects of the human resources infrastructure operate with both exceptional accuracy and a strong customer service orientation;
- Manage all labor and employment compliance issues, working closely as necessary with outside legal counsel;

Employee Relations
- Oversee the day-to-day support for staff with inquiries regarding benefits and payroll, and other employment issues, ensuring that all staff receive helpful, courteous, and responsive customer service addressing their questions, concerns, and needs;
- Serve as primary contact for personnel issues and staff grievances; where applicable, conduct effective, thorough, and objective investigations;
- Identify/design and deploy tools to gauge staff engagement and satisfaction, communicate results, and recommend strategies to address challenges.

Other Functions and Responsibilities:
- Assist with National CAPACD events, including our biannual Building CAPACD Convention;
- Other duties as assigned.
Required Qualifications:

- At least 7 years of experience in multiple HR functional areas, which may include benefits, employee relations, HRIS, job descriptions, DEI, culture building, coaching, talent acquisition, onboarding, leave administration, compensation, and state and federal laws;
- Ability to maintain a high level of confidentiality, professionalism, and integrity;
- Ability to navigate sensitive, emotional, and/or difficult situations with empathy;
- Ability to comprehend, interpret, and apply the appropriate sections of applicable laws, guidelines, regulations, ordinances, and policies; proactive in keeping abreast of current and changing HR trends and practices;
- Ability to work effectively both independently and as part of a team including ability to prioritize workload, assume responsibility for work, and follow through to completion;
- Collaborative, flexible, and a creative problem-solver;
- Commitment to DEI and has experience operationalizing equity within HR functions;
- Commitment to National CAPACD’s mission and the needs of low-income, immigrant, and Limited English Proficient (LEP) communities.

Desired Qualifications:

- Bachelor’s degree in Human Resources or related field;
- SHRM or SPHR certification;
- Working knowledge of California state employment laws;
- Experience and training in conflict management and/or mediation;
- Experience in change management and adapting across different organizational contexts and cultures.

Essential Physical Requirements:

- As this is primarily a remote position, the person in this position must be able to communicate via phone, including conference and video calls, as well as written communication such as Slack and email;
- This position requires the ability to remain in a stationary position to operate a computer (and other office productivity machinery), and manual dexterity to operate a keyboard, for extended periods of time;
- This position requires the ability to occasionally lift objects weighing up to 10 pounds;
- This position requires the ability to travel domestically with overnight stays. Travel may involve transportation via airplane, car travel, or trains.

Work Environment:

National CAPACD is a primarily remote office environment, with a headquarter office in Washington, DC, and a satellite office in Oakland, CA. You should be prepared to either work from home or at one of our offices.

The Director of People & Culture must be able to travel domestically with overnight stays, at a minimum of 4-5 times per year. This position requires the ability to work Monday through Friday, and may require some nights and weekends work when traveling or for events.

Compensation:

The Director of People & Culture is a full-time, exempt position based remotely in the United States. Annual salary range is $95,000 - $110,000, depending on background and experience. National
CAPACD is pleased to offer a comprehensive benefits package that includes 100% employer-covered health insurance for employees, 75% employer-covered health insurance for eligible family members, basic life and long-term disability, and paid parental leave. In addition, we offer 15 days accrued annual vacation at the start of employment, 7 days accrued annual sick leave, monthly wellness days, 403(b) retirement fund with employer match, 3-month sabbatical leave upon completion of 7 years of continuous employment, 14 holidays plus the week between Christmas and New Year’s off.

COVID-19 Note:
To center the safety and well-being of our employees, National CAPACD is a 100% COVID-19 vaccinated workplace. Proof of vaccination will be required upon acceptance of a job offer. Job applicants with religious and disability-related objections will be given reasonable accommodations.

To Apply:
Applications will be accepted until the position is filled. Please upload your resume and cover letter to our talent portal: https://www.nationalcapacd.org/opportunities/director-of-people-and-culture. Only complete applications will be considered.

At this time, National CAPACD is regrettably not able to offer employment to candidates who are not authorized to work without Visa sponsorship.

National CAPACD is an Equal Opportunity Employer. People of color, members of the LGBTQ community, people with disabilities, and women are strongly encouraged to apply. Accommodations for applicants may be available upon request. No calls, please.

7/6/2023