



Director, Human Resources

Location: Primarily Remote with 10% Travel

We believe in a world in which every human life is valued, and health and human dignity are shared by all.

We believe that access to quality healthcare is a basic human right. For more than 100 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children, and their communities.

We work tirelessly for women's and children's health because they are disproportionately affected by illness and poverty. We know that healthy, educated, and empowered women are better able to raise healthy, educated, and confident children, and that communities depend on their livelihoods.

We believe in people.

We strive to live out our core values of **collaboration, love, excellence** and **respect** every day. We provide our employees with a competitive salary and benefits package, with meaningful work and opportunities to learn and grow. *We especially encourage all persons of diverse backgrounds to apply.*

Overview

The purpose of the Human Resources department is to advise, enable, and support CMMB leadership and employees in building organizational capability and effectiveness to achieve its mission through development and delivery of the most appropriate Human Resources strategies, practices, and systems. CMMB currently employs over 350 employees distributed between its US New York Office, Distribution Center and Country Offices in Haiti, Kenya, Peru, South Sudan, and Zambia. Human Resources plays a key role in championing organizational culture centered around CMMB's Core Values of Collaboration, Love, Excellence and Respect, promoting positive employee engagement, and being a trusted partner to managers and employees in achieving organizational and individual career goals.

Reporting to the CEO and President, the Director of Human Resources oversees a small, multi-function human resources department to build a committed and capable team at CMMB and strengthen people management capacity in an evolving workplace. The HR Director is responsible for providing strategic and operational support for CMMB's NY Office and Distribution Center in the areas of recruitment, onboarding and offboarding, compensation and benefits, risk and compliance, performance management, talent management, employee relations, diversity, equity, and inclusion, learning and development, employee engagement and culture, and organization wide HR communication and information sharing. S/He will serve as a peer collaborator with the CMMB Country Office HR professionals and a resource for building people management skills across the entire CMMB network. It is important that this role is guided by best practices and by trends specifically relevant to the international non-governmental organization (INGO) sector. This position has direct reports. This role is expected to lead both strategically and be willing to engage significantly in operational activities.

Responsibilities

Compensation and Benefits

- Manage the benefits vendors and support annual open enrollment process. Lead the employee benefits review process. Undertake regular compensation surveys and present findings and recommendations to address evolution in employee compensation and benefits while seeking to manage cost.
- Reconcile payroll records and benefit premiums following open enrollment and other changes.



- Develop progressive and proactive compensation and benefits programs to provide employee care and motivation for effective performance; provide programs for the short-term and long-range health and welfare protection of employees.
- Prepare annual updates for Board on executive compensation.

Compliance

- Working with the Director of Compliance, ensure compliance with all organizational policies and procedure. Plan and deliver annual mandatory trainings, insert in employee onboarding, and track staff completion.
- Keep abreast of new developments and regulations to keep CMMB's policies and practices compliant and up to date with City, State and Federal employment regulations. Ensure all employees receive mandatory labor law notices and design best ways to do so in a virtual environment.
- Assure CMMB's employment records are compliant with state and federal laws to reduce litigation risks. Including retention and disposal of physical documents, as well as storage and format, access, and security and privacy of sensitive information on the computer.
- Assess paid time off and overtime utilization for compliance. Create follow up measures to correct any misuse of paid time off or overtime.

Talent Management

- Work closely with Hiring Managers to assure recruitment of right people fit for position by tracking right timing for recruiting activity. Ensure job description, responsibilities and specifications are aligned appropriately with the level of position, and salary offers align with market assessments.
- Understand current and anticipate future staffing needs, build pools of ready candidates through internal succession planning and external sources.
- Lead and implement strategies for talent management, talent development and cultural alignment.
- Provide guidance, training, and tools to support managers and employees for effective performance management process. Coach and counsel people managers in performance assessment and professional development.
- Lead and manage the employees in the department, ensuring clear goals and accountabilities are established and achieved. Ensure individuals' performance and development needs are met and employees are high performing and engaged. Produce systematic performance indicator reporting to inform senior management as to progress, roadblocks, and other relevant performance details.
- Manage offboarding of employees and provide exit interviews to get an insight on required areas of improvement within CMMB, as well as areas within the position description to be updated for future recruitment.
- Track and manage annual contract and staff renewals and reviews.

Learning & Development

- Identify external opportunities as appropriate or develop and deliver programs to support team and individual development based on identified needs. Conduct Leadership/Management development session for people managers.
- Develop programs that enable the organization to embrace applicants and employees of all backgrounds and encourage their full development and performance.



- Develop appropriate policies and programs for effective human capital management. Included in this area, but not limited to the following programs, are employee relations, affirmative action, sexual harassment prevention, employee complaints, external education, and career development.
- Engage in capacity sharing efforts with HR professionals across the global organization.
- Participate in HR working groups in the industry to stay abreast of trends, compliance issues, evolving workplace expectations, etc.

Recognition & Engagement

- Coordinate with activities committee for annual engagement programs and events.
- Initiate programs for employee wellness and keep a check to avoid burnouts.
- Develop opportunities for employees to continue to engage, regardless of work-from-home status.
- Survey and analyze employee engagement and areas of concern through the bi-annual employee engagement survey. Create follow up measures to correct an area of concern.
- Administer pulse survey to understand the staff's concerns and suggestions for areas such as hybrid work, or ways to include diversity, equity, and inclusion in our work, etc.
- Staff development opportunities and creating a culture of inclusion and learning.

Strategic Planning

- Participate in the development of CMMB's plans and programs as a strategic partner, particularly from the perspective of the impact on people.
- Plan, implement, and direct CMMB's human resource functions and performance. Build organizational capability and culture through Human Resources strategies and processes that ensure engagement of a talented staff focused on exceeding CMMB strategic plans and execution goals.
- Translate the strategic and tactical business plans into HR strategic and operational plans with particular attention to the organizational and cultural changes.
- Develop human resource planning models to identify competency, knowledge, and talent gaps and develop specific programs to fill these gaps. Areas of focus will include strategic advisement on organizational development, structure, and personnel forecasting to ensure alignment with CMMB strategy; talent management through succession-planning programs for key contributor and management positions; training and development programs to prepare employees for more-significant responsibilities; and general business development programs to enhance employee understanding of the business of CMMB, as well as of the INGO sector.
- Evaluate and advise on the impact of long-range planning of new programs/strategies and regulatory action as those items drive the attraction, motivation, development, and retention of human capital.

Other

- Plan and manage HR budget.
- Streamline processes where possible.
- Partner with CEO to define and lead CMMB's Diversity, Equity, & Inclusion initiatives.
- Develop HR dashboard to track voluntary turnover reports, HR calendar and upcoming events and deadlines, and to create an area for all things CMMB-HR related.
- Support the programs team and compliance team in CO localization
- Participate in cross-functional teams and perform other relevant duties, as required.



- *Note:* These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related duties as required.

Qualifications and Requirements

Education and Experience

- 10-15 years of HRM experience. International nonprofit experience and knowledge a plus.
- 7+ years of leadership/management experience.
- Masters' degree in Human Resource Management, Organization Development desired.
- HRCI, or SHRM - Professional certification preferred.
- Demonstrated knowledge and experience in successfully managing all areas of HR.
- Experience working with and application of federal and state labor laws.
- Experience working effectively in cross-cultural environments.
- Experience serving as a mentor and viewed as a good educator who is trustworthy and willing to share information, while observing confidentiality.
- Experience in conflict resolution; an excellent facilitator.

Skills and Knowledge

- Knowledge of HRIS, applicant tracking systems, job boards and social media outlets.
- Expert knowledge and usage of Microsoft suite.
- Exceptional problem-solving ability – both systematic and data driven with the ability to be creative, intuitive and an outside of-the-box thinker.
- Exceptional ability to be agile, flexible, and responsive while working independently and managing multiple priorities in a fast-paced environment.
- Sound HR technical skills, communications skills, & analytical ability, with a strong operational focus.
- Pro-active partner who offers input, information, and recommendations that meet business goals.
- The proven ability to relate to people at all levels of the agency; an intelligent and articulate person who possesses excellent communication skills.

Other

- Must be authorized to work in the United States.
- Comfortable working for a faith-based organization.
- Must be vaccinated against COVID-19
- French and Spanish language skills are an added advantage.
- Able to demonstrate CMMB's core values in action: Collaboration, Love, Excellence, and Respect

How to apply

Visit our [careers page](#) for more information and [click here](#) to apply.