



## POSITION ANNOUNCEMENT: DIRECTOR OF PEOPLE OPERATIONS

**Job Title:** Director of People Operations

**Type:** Full Time, Exempt (Professional)

**Location:** Primarily Remote with Opportunities for Hybrid Engagement

### ABOUT MYPATH

A national non-profit headquartered in the Mission District of San Francisco, MyPath is focused on paving economic pathways for BIPOC youth and young adults from low-income communities. MyPath partners with city agencies, national youth nonprofits and financial institutions to embed youth-friendly banking, saving and credit-building into experiences where youth are earning money. Historically, our partnerships have engaged youth employment and workforce programs; more recently we have added guaranteed income pilot partners and are exploring other delivery channels. Our results and best practices have spotlighted the power of first paychecks and guaranteed income as opportunities to engage youth in financial capability and have been published by the Federal Reserve Bank of San Francisco, the Journal of Consumer Affairs, the Consumer Financial Protection Bureau and others. To learn more about MyPath, visit us at [MyPathUS.org](http://MyPathUS.org).

### POSITION OVERVIEW

At MyPath, we believe our people are our most valuable asset as we work together to fulfill our mission. We're looking for an experienced Director of People Operations to join our team and help us attract, motivate, and retain the best talent. The ideal candidate will have a deep understanding of all aspects of human resources, including but not limited to recruiting, benefits, compensation, employee relations, compliance and performance management.

We strive to make MyPath a great place to work, we build exceptional teams, and we challenge our people while making an impact in our communities and beyond. These exceptional people deserve the best that we can provide in terms of working environment and support. As Director of People Operations team you will be responsible

for helping us build and support this exceptional group of people.

Reporting to Margaret Libby, CEO, the People Operations will partner with all areas of the organization to help our team build and support programmatic and technological efforts. This will involve utilizing technology to increase efficiencies in people operations, driving recruitment of the best talent, coaching on team leadership, helping to resolve employee relations issues and managing programs that help develop staff. This position is a key strategic role in the company helping to grow the business and allowing us to build a unique and strong people-oriented culture at MyPath.

We invite you to explore this opportunity to join a leading nonprofit poised for its next phase of growth. We are currently launching a new tech platform, MyPath NEXT, through our Wealth Equity Lab; advancing a youth-designed Youth Economic Bill of Rights; and have just launched the nation's largest guaranteed income pilot program for Black young people. BEEM will target Black young adults and examine the impact of guaranteed income paired with optional financial capability supports on mental health, and financial and economic well-being.

## **PERSON SPECIFICATIONS**

As the ideal candidate, you are someone that:

- Thinks strategically is able to develop and implement programs that support and enhance our culture and business goals.
- Knows how to act as a champion for the organizational culture and is experienced supporting company executives and team leaders, managing change, and allowing the company to develop and grow quickly.
- Draws energy through challenge, seeing it as an opportunity to create clear, implementable solutions.
- Embraces a growth mindset and believes that learning happens in both failures and successes.
- Loves innovation and thrives in an entrepreneurial environment.
- Is comfortable operating in the "gray area". You understand the need for linear processes but can experience uncertainty with ease.
- Has a deep sense of knowing that the unknown can create opportunity for positive change.
- Your core values lie in relationships, service, change-making, innovation, trust, and excellence.

## **ROLES AND RESPONSIBILITIES**

### ***Leadership***

- Serve as a strategic business partner to the leadership team, providing counsel on all aspects of people operations. Oversee the relationship with external Human Resources consultants and pro bono legal counsel.

### ***Operations***

- Oversee facilities management, culture and environment design, and general office operations including hybrid working experiences, hybrid office space management, supplies and equipment procurement for remote teams, and technology adoption across the organization.

### ***Team Culture and Environment***

- Support, coach, develop and champion an organizational culture and team performance that is in alignment with the MyPath organizational values of inclusion, eliminating the racial wealth gap, fostering trust, innovation, and aligning systems to create change. Oversee the execution of regular team building to facilitate positive hybrid-remote team relationships.
- Manage and facilitate staff meetings and all staff huddles including development and dissemination of meeting agendas and coordination of staff speakers and other staff meeting programs.
- Create and manage change management strategies to achieve organizational goals; develop and implement plans and activities for managing change; coach and communicate with staff to aid in adaptation to change; monitor and assess the impact and success of change management initiatives.

### ***Talent Acquisition and Retention***

- Oversee the development and implementation of programs designed to attract, retain, and develop a high-performing workforce.
- Lead and manage the talent acquisition function, ensuring that the company attracts and hires the best possible candidates.
- Lead organizational succession planning for key leadership positions as needed
- Collaborate managers to ensure the successful onboarding and offboarding of new employees and contractors.
- Develop and administer competitive compensation, incentive, and benefits programs.
- Design and oversee continuous feedback employee development, performance management, and training initiatives that support the engagement and growth of the team and organizational goals.

### **Employee Relations and Compliance**

- Investigate and resolve employee relations issues in a fair and timely manner
- Collaborate with the organization's external HR consulting team and pro bono legal counsel to ensure compliance with all applicable employment laws and regulations and oversee the development and implementation of all employment related policies and procedures.
- Maintain up-to-date knowledge of trends and best practices in the field of human resources, talent management, and people operations.
- Develop people operations solutions by collecting and analyzing information; implementing courses of action.
- Improve manager and employee performance by identifying and clarifying problems; evaluating potential solutions; implementing selected solution; coaching and counseling managers and employees.

### **Board Governance**

- Manage board governance operational activities in collaboration with the executive leadership team including managing board member onboarding and offboarding; board and working group meeting coordination and agendas; developing and disseminating materials as requested; and ensuring follow up actions are communicated to necessary stakeholders and staff.

### **Other**

- Prepare executive and management reports by collecting, analyzing, and summarizing data and trends.
- Supervise staff and provide mentorship and guidance as needed
- Perform other duties as assigned.

## **REQUIRED SKILLS AND QUALIFICATIONS**

- 7 to 10 years of experience working as a People Partner, HR Director, HR Program Manager or similar role; nonprofit leadership experience preferred
- Strong values with a clear inner core of purpose-driven leadership.
- Strong knowledge of nonprofit organizational management; experience working with nonprofit board of directors preferred
- Demonstrated ability to challenge conventional approaches and a willingness to build a unique approach; strong problem solving, reporting and analytical skills
- Strong knowledge of the critical components of a successful HR department including HR strategy, employment law, performance management, resolving conflict, having difficult conversations, employee engagement, training, maintaining employee files, and managing operational budgets.

- In-depth knowledge of talent acquisition and development processes
- Demonstrated experience supporting, developing and growing a talented and motivated team of self-starters
- Clear, strong verbal communication and consulting skills. Demonstrated ability to work well with people at all levels within and outside of the organization
- Demonstrated experience managing organizational culture and change
- Well-developed writing and presentation skills. Demonstrated ability to communicate clearly across all levels of an organization.
- High degree of discretion, sensitivity, and confidentiality. Demonstrated ability to listen, analyze and inform appropriately while maintaining the required sensibilities in handling confidential information.
- Strong technical aptitude; knowledge of HRIS and payroll systems; demonstrated experience using technology to improve the people operating functions of an organization
- Skilled with utilizing Google Suite and project management software; experience with Salesforce highly preferred.

## **PREFERRED SKILLS AND QUALIFICATIONS**

- At least 10 years experience in human resources management
- Master's degree in business, human resources, or related field
- SHRM or HRCI certification

## **COMPENSATION, HOW TO APPLY, AND EQUAL OPPORTUNITY**

**Annual base salary range** is \$110,000 to \$120,000, commensurate with experience. MyPath offers a robust benefits package including medical, dental, vision, 401k, and paid time off benefits.

**Submit your interest via [this link](#):** Please provide a resume and cover letter in your application. In your cover letter, please describing your interest in the role and why you are excited about MyPath's work.

**MyPath is an equal opportunity employer**, and we actively work to build a team that reflects the diversity of the communities and young people we serve. People of color, women, and LGBTQ candidates are strongly encouraged to apply.