



## **JOB DESCRIPTION**

**DATE:** October 18, 2021  
**POSITION:** Senior Director, Human Resources  
**DIRECT REPORT:** CEO  
**FLSA STATUS:** Exempt  
**HOURS:** Full time  
**LOCATION:** NYC, remote

### **Redeemer City to City**

Redeemer City to City (CTC) is a non-profit organization that prayerfully recruits, trains, coaches and resources leaders who cultivate gospel movements in global cities primarily through church planting. CTC is based in New York City and works in over 75 global cities throughout Africa, Asia, Australia, North America, Latin America, the Middle East and Europe. CTC's core competencies are urban church planting, leadership development and content creation. All of this is done to help bring the gospel of Jesus Christ to cities.

### **SHORT DESCRIPTION**

As an ad hoc member of our Senior Cabinet (Executive Leadership Team), the Senior Director, Human Resources will create and implement programs, policies, and procedures aimed at creating a rewarding and fulfilling staff member experience. The Senior Director, Human Resources will manage hiring, compensation, staff recognition, professional development, performance management and employee relations in a manner that retains staff members, enhances staff effectiveness, and builds RCTC's brand. The Senior Director, Human Resources is tasked with ensuring that our organization culture welcomes and includes a diverse population and supports each person in achieving career goals within the organization. The position works strategically alongside department Vice Presidents, as well as RCTC's supervisors.

### **RESPONSIBILITIES**

#### **Talent Acquisition**

- Work with the rest of the Senior Cabinet to define and implement a talent acquisition strategy and goals
- Develop creative strategies to attract and engage new and diverse talent, and strategies to ensure that high-caliber candidates choose to join our team
- Manage the full life-cycle recruitment process for multiple open positions in various locations including developing job descriptions, posting positions, sourcing prospective

candidates to ensure a diverse applicant pool, screening and interviewing candidates, negotiating compensation packages, and writing offer letters

- Develop and maintain an applicant tracking system, to ensure an adequate pipeline of candidates to fuel the organization's growth
- Proactively establish relationships with strategic partners to gain access to local diverse talent
- Keep job descriptions up-to-date, accurate and compliant with relevant federal, state and local laws for all positions
- In conjunction with each VP/Director, develop and implement a staffing plan with a forecast for each department

### **Employee Engagement**

- Develop, monitor, and promote strategies that increase team member satisfaction and performance, including but not limited to diversity, equity, and inclusion and staff wellness programs
- Determine how to maintain and evolve a high-engagement culture as the organization continues to work from a "remote first" platform

### **Talent Development**

- Work with the Senior Cabinet to define and implement talent development strategy and goals
- Lead learning and development initiatives by implementing and evaluating programs, providing internal consultation, and utilizing data to demonstrate outcomes; ensure the programs meet the needs of both rising and senior talent
- Work with Senior Cabinet to develop and maintain a training catalog for employee development at all levels
- Maintain and enhance an engaging new hire onboarding system that feeds into training objectives throughout the career cycle of the employee

### **Diversity, Equity, and Inclusion (DEI)**

- In collaboration with the Senior Cabinet, continue to create an organizational culture that values and promotes diversity, equity, and inclusion
- Implement recruiting strategy to hire and retain a diverse workforce
- Demonstrate a commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Provide leadership and guidance to the DEI consultant

### **Measurement and Rewards**

- Implement, promote, and manage compensation and benefit programs in compliance with federal and state laws
- Oversee employee benefits program, including open enrollment, and benchmark benefits program periodically and recommend improvements
- Develop a professional development and performance management program that ensures all employees are familiar with their job responsibilities and how their performance meets expectations
- Create and update compensation strategy through market analysis and pay surveys
- Collaborate with outsourced HR and payroll services to ensure payroll and benefit information in the HRIS system is accurate and any changes and updates are made in a timely manner
- Respond to employee inquiries regarding benefits
- Engage with outsourced HR on benefit changes

### **Employee Relations**

- Work with managers to coach and counsel employees effectively with regard to performance improvement
- Handle terminations and investigation and resolution of employee issues, concerns, and conflicts

### **Human Resources Strategic Partner**

- Serve as trusted advisor for leaders and employees on human resource matters; communicate regularly and effectively with employees regarding HR-related matters and establish credibility as an effective listener and problem solver
- Identify and address strategies to mitigate potential HR risks
- Collaborate with Finance on personnel and benefits budgeting and communicate changes in personnel status, salaries, and benefits
- Plan and budget for IT purchases and upgrades
- Ensure HR Systems (HRIS) are meeting our needs, data is secure and accurate, and analyze system needs and benchmarks against other systems
- Develop, revise, and interpret HR policies and procedures; review and update employee manual as needed
- Research and advise on labor law for multiple states and at the federal level
- Prepare documents and maintain records for personnel transactions including hiring, promotions, raises, employee issues and conflicts, and terminations

### **SKILLS AND EXPERIENCE**

- Professional in Human Resources/Senior Professional in Human Resources certification

(PHR/SPHR) or SHRM-PC/SCP preferred

- Experience in a managerial role in a faith-based ministry, is a plus
- Strong business acumen and consultative approach to solving problems
- Strategic thinker who can work tactically and dive in to create and execute plans
- Analytical thinking and decision-making abilities
- Excellent organization, communication, and project planning skills, with a sharp attention to detail and accuracy, even on time sensitive projects
- Driven, enthusiastic team player confident in taking initiative and thinking creatively
- Be a natural coach and mentor who relates well with people across a wide spectrum of backgrounds and personalities, listens and communicates well, and who can build rapport with a diverse, eclectic, and distributed workforce
- Proficiency in Google applications and Human Resources Information Systems (HRIS). Ability to learn new software as needed
- Knowledge of federal, and NY employment laws and human resource management concepts and practices
- Proven experience with creating a culture of engagement, collaboration and teamwork in a distributed work environment
- Ability to use diplomacy and tact
- Strong grasp of RCTC's core values and DNA
- Be entrepreneurial, energetic, self-directing, ready to roll up your sleeves, and excited about the organization's mission

## **EDUCATION**

- Bachelor's degree in HR or business, or an equivalent combination of education, training and experience that allows applicant to meet the requirements of the position

## **BENEFITS**

Medical, dental and vision coverage

Life insurance

403(b) with employer match

Flexible Spending – Medical and Dependent Care

Commuter Benefits

Employee Counseling Benefit

Generous PTO, including the week between Christmas and New Years

Paid Sick Leave

Sabbatical Leave - after 7 years

Redeemer City to City is a global organization that serves a diverse community.

Men, women and members of all ethnic groups are encouraged to apply.

To apply, please send cover letter and resume to [hr.jeanne@redeemercitycity.com](mailto:hr.jeanne@redeemercitycity.com).