Goodwill Industries of Northwest North Carolina seeks a Chief People Officer who will move seamlessly between thought partnership and tactical execution to elevate the people of Goodwill Industries of Northwest North Carolina and serve as a trusted advisor and business partner.

**The Organization | Goodwill Industries of Northwest North Carolina**

Soon to ring in its 100th anniversary, Goodwill Industries of Northwest North Carolina is one of the country's top-ranked Goodwill Industries and is recognized for its progressive programming, top-notch internal technology, and strong financial stability.

Headquartered in Winston-Salem, NC, Goodwill NWNC employs over 1,100 team members across its 31-county territory, who are dedicated to their mission of creating opportunities for people to enhance their lives through training, workforce development services, and collaboration with other community organizations.

Since its inception in 1926, the 501(c)(3) nonprofit organization has successfully implemented a strategic and distinctive operations model that ensures long-term stability unparalleled in the nonprofit sector. Goodwill NWNC is a leader among Goodwill-affiliated organizations globally for its efficient retail operation and focus on bottom-line results enabling the organization to invest in its people, facilities, programs, and community; creating a strong financial position with no debt; and positioning the organization for mission and retail expansion. Their $100 million operating budget allows for the fulfillment of their mission to over 60,000 people annually. As a result, Goodwill NWNC has been recognized and twice awarded the Weston Award for Nonprofit Excellence.

Goodwill NWNC is led by Chief Executive Officer, Barbara Maida-Stolle, and governed by a diverse Board of Directors representing the various occupations and industries that provide invaluable leadership and governance to ensure compliance with legal and tax requirements, the protection of the public interest, and the evaluation of the organization’s work. Under Maida-Stolle’s leadership, Goodwill NWNC will continue to excel and invest in essential resources to support its mission, such as the organization’s current needs assessment of its service area, its 2023 Impact Report, and an annually approved Strategic Plan.

**The Position | Chief People Officer**

The Chief People Officer (CPO) is responsible for strategically developing, directing, and implementing human resource and talent acquisition functions within the organization. As a trusted advisor and business partner, the CPO provides strategic counsel to leaders to support organizational objectives.

In concert with the President & CEO, the CPO will provide strategic leadership in supporting and directing a comprehensive framework focused on diversity, equity, and belonging.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Develop, implement, and oversee human resources strategies, policies, and programs regarding talent acquisition, retention, performance management, organizational structure, leadership continuity, compensation, benefits, and employee relations that meet organizational needs and comply with applicable state and federal laws and regulations.
* Develop and implement a diversity and inclusion strategic plan, including annual objectives, gaps, training, hiring practices, policies, and procedures.
* Serve as an architect in designing recruiting and retention programs in alignment with the organization’s goals and objectives.
* Provide strategic leadership and counsel to the organization’s senior leadership team and leaders across the organization regarding key human resource needs, challenges, and best practices. Work closely with leaders to resolve complex organizational challenges.
* Serve as the organizational expert in changes to regulatory and market conditions that may affect the agency’s inclusion programs and implement changes and/or adjustments to ensure compliance. Work closely with internal communication and process improvement partners to embed diverse, equitable, and inclusive messaging internally and externally.
* Develop in collaboration with the CFO to maintain a comprehensive and competitive benefit and compensation program that best supports team members’ needs and is cost-effective for the organization. Goodwill NWNC is an autonomous organization governed by the board of directors and leadership.
* Ensure the effective use and maintenance of a human resources information system that meets management information needs, and allows for the analysis, and communication of records required by law or local governing bodies or other departments in the organization.
* Research and share the latest industry trends and best practices in a proactive manner, ensuring optimal performance of HR-related activities for the organization.
* Confidentially conduct time-sensitive investigations into allegations of discrimination and team member misconduct, determine appropriate corrective action, and represent the Agency when responding to EEOC claims and DOL complaints.
* Develop and implement short- and long-range strategies and objectives for areas of responsibility in alignment with, and support of, the organization's mission, vision, values, and strategic plans.
* Represent the organization at various community, business, and civic functions to increase general visibility and awareness of Goodwill programs, services, and enterprises.

**SUPERVISORY RESPONSIBILITIES**

Directly supervise the Director of Human Resources, Director of Talent Acquisition, and Director of Diversity, Equity, Inclusion, and Belonging. Responsible for the overall direction, coordination, and evaluation of assigned departments. Oversee a total of 15 professional team members.

**ADDITIONAL RESPONSIBILITIES**

* Serve as the Equal Opportunity and Compliance Officer for the organization.
* Provide leadership, direction, and support to one or more committees of the Board of Directors as requested by the President & CEO.
* Represent the organization in the community and the region as requested by the President & CEO.
* Perform other job-related tasks as assigned by the President & CEO.

**EDUCATION and/or EXPERIENCE**

* Bachelor's degree from a four-year college or university in Human Resources Management, Business Administration, or related field (master’s degree or JD preferred).
* Ten years of human resource experience including building a culture of diversity, equity, and inclusion.
* Management experience with a similar level of responsibility in an organization of similar size/complexity.
* Excellent communication and presentation skills, both written and oral, with the ability to represent the organization internally and externally across a wide range of stakeholders and constituencies.
* Record of demonstrated success in knowledge gained from previous roles.
* Led a human capital strategy during a period of significant growth and transformation.
* Served as the most senior HR executive of a public, private or non-profit organization.
* Demonstrated commitment to diversity, inclusiveness and equity, and the values of respect, integrity, service, excellence, and stewardship.
* Demonstrated ability to solve, interpret, analyze complex data and issues and draw valid conclusions.
* Proven strategic partner who developed long-term plans, served as a trusted advisor to the CEO/C-suite, and led new initiatives across a matrix environment.
* Significant leadership in policies and decision-making for an organization.
* Strong relationship builder with the ability to establish common ground, build consensus, and strengthen collaboration among diverse stakeholders.
* Identified and evaluated an organization’s current and future core skills required to execute its business strategy in a competitive business environment and changing economic conditions.
* Understanding of governance, compliance, and regulatory/statutory legislation and reporting procedures within the industry.
* Operational knowledge of business units and corporate functions including operations, finance, marketing, legal, risk, and audit.
* Built and managed HR budgets, with strong vendor management experience.
* Proficiency in UKG and Microsoft Office skills required.

# **COMPETENCIES**

* ***High-level of Integrity and Trusted Partner:*** Approaches challenges and opportunities with a high level of integrity and unquestionable character.
* ***Relationship Building****:* Builds and maintains strategic alliances with all business units in the organization and works together to achieve business goals.
* ***Communicative:***Comfortably delivers strategic messages supporting their function and the organization at the enterprise level; communicates with senior-level executives on complex organizational issues.
* ***Strategic Execution & Direction****:* Makes sound decisions that have organization-wide consequences and influences future direction.
* ***Innovating:***Cultivates and embodies a culture that views uncertainty as an opportunity and supports change and innovation.
* ***Leading Through Change****:* Leads and champions change in the organization; acts as a role model.
* ***Managing Risk****:* Demonstrates expert insight into the organization’s risks and opportunities within the competitive environment.
* ***Data Literate****:* Incorporates data and insights from multiple sources to tell a meaningful story and share actionable recommendations.
* ***Decision Making and Problem Solving:*** Able to identify business problems, suggest solutions, and make decisions in uncertain situations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

* Must have a reliable means of transportation. Willing to work evenings and weekends, as well as travel to events or as needed to perform essential job duties.
* Society of Human Resource Management (SHRM) certification is preferred.

**PHYSICAL DEMANDS & WORK ENVIRONMENT**

* Work is not physically strenuous and is primarily sedentary. May require typing, walking, standing, bending, and light lifting of items such as paper/books.
* The work involves risks associated with an office or commercial vehicle and requires observing basic safety/ fire regulations. Adequate lighting, heating, and ventilation.

**Procedure for Candidacy**

Goodwill Industries of Northwest North Carolina has retained Capital Development Services to assist with professional recruitment. Applications and nominations will be accepted until the Chief People Officer has been hired. Candidates should submit a resume and letter of interest by November 1st for the most favorable consideration. Nominations, expressions of interest, and applications will be treated with complete confidentiality and should be submitted to [search@capdev.com](mailto:search@capdev.com).