



# THE MISSION CONTINUES

## Chief People Officer

FLEXIBLE LOCATION / TALENT & CULTURE / FULL-TIME

At The Mission Continues, we empower veterans to continue their service and empower communities with veteran talent, skills, and preparedness to generate visible impact. We're investing in veterans, equipping them with the tools and resources to lead a growing veteran volunteer movement. Through networks, training, and pathways, veterans can continue to serve while creating meaningful impact in under-resourced communities.

### THE OPPORTUNITY

This is an exciting opportunity for a dynamic and entrepreneurial leader to build and grow the people function for one of the nation's most innovative organizations. The Chief People Officer will lead efforts to promote a values-driven culture and develop comprehensive systems and processes that support the organization's people strategy, providing leadership and guidance in organizational design, talent acquisition, performance management, and professional development.

### WHAT YOU WILL DO

#### *Organizational Design and Development*

- In partnership with national and regional leadership, define reporting lines and team structure
- Serve as a strategic thought partner to hiring managers around role design, with an emphasis on newly created roles, providing advice and guidance as managers expand their teams
- Establish and implement processes for external hiring, internal role changes, and promotions, while streamlining and formalizing existing ones
- Develop frameworks for decision-making in a matrixed environment, serving as a thought partner and facilitator when necessary
- Serve as a strategic advisor, functional expert, and coach to the senior management and regional teams regarding people issues
- Develop a proactive employee relations plan and strategy; implement processes to gather staff feedback, resolve staff concerns, and actively investigate staff issues
- Establish and manage effective communications processes to share timely, targeted, and audience-appropriate communications to all levels of the organization

#### *Talent Acquisition*

Although this role is primarily focused on people operations and culture, talent acquisition support may include:

- Support of Talent Acquisition & Onboarding Manager in coaching hiring managers throughout the organization to ensure TMC recruits exceptional and diverse talent:
  - Draft and promote job descriptions that are both inspiring and clear
  - Reach out to potential candidates across the organization's network
  - Screen and assess senior-level candidates for fit with organizational culture and with the specifics of the roles
- Cultivate potential applicants, while helping the organization build and promote its employment brand

- Lead development of interview guidelines, evaluation tools, and assessment procedures to ensure that all managers are equipped with the necessary resources to hire staff
- Select and collaborate with external partners as necessary to ensure a broad and diverse candidate pool and that TMC hires candidates in an efficient and timely way

#### *Performance Management and Compensation*

- Develop a robust performance management strategy tied to quantitative and qualitative organizational goals
- Ensure that organizational core values are integrated into the performance management process
- Work with managers throughout the organization to help define, establish, and communicate annual goals for team members, and ensure that managers are tracking progress against goals
- Create systems to ensure that managers provide meaningful, actionable mid-term and year-end reviews
- Set high expectations for accountability and deliver consistent, candid, appropriate, and targeted feedback
- Manage implementation of TMC's newly developing compensation philosophy; monitor its impact on attracting, retaining, and incentivizing talent; and lead processes to make necessary adjustments going forward

#### *Leadership Training and Professional Development*

- Design a comprehensive onboarding process that fully introduces and integrates new staff members into the culture at TMC
- Ensure that managers and staff members are regularly engaging in feedback conversations and that managers are continuously coaching and mentoring team members
- Support a culture of continuous learning, ensuring that staff have access to continued professional development training and opportunities for growth
- Identify external professional development training and partners as necessary to extend TMC's capabilities

#### *Employee Relations and HR Administration*

- Support the Director of Talent & Culture in understanding how workplace experiences affect the business and, in partnership with the Finance team, ensure that TMC is investing in employees in impactful ways—including professional development, culture initiatives, and supportive benefits and compensation programs—all with a strong customer service orientation
- Conduct an annual review of benefits provider and facilitate decision-making process with senior leadership/finance teams as necessary
- Define and execute an HR technology strategy in support of organizational goals
- Develop and implement processes to gather employee feedback, resolve employee concerns, and actively investigate employee issues

#### **WHO WE ARE LOOKING FOR**

- Deep experience as a senior leader with at least five years of people operations/talent leadership
- Someone who strives to ensure that diversity, equity, inclusion, and belonging show up in your work every day, regardless of how big or small your tasks and projects are
- A customer service-obsessed teammate who is motivated by the bigger connection of your managerial, administrative work to your teammates' experience, success, and impact

- Exceptional project management and execution skills with a track record of developing and implementing new or improved systems and processes, achieving strong results while maintaining an inclusive, collaborative leadership style
- Exceptional strategic thinking and problem-solving skills, with the intellectual depth and maturity to work with stakeholders at all levels of the organization
- Ability to coach and mentor direct reports, peers, and senior leaders on sound talent management practices; track record of driving organizational results by coaching and mentoring
- Strong written and verbal communication skills with an ability to articulate a clear and compelling vision and persuade others to implement it
- Excellent relationship building skills with a demonstrated ability to work well with people from a wide variety of backgrounds
- Ability to deliver results in a fast-paced environment and enthusiasm for operating amidst complexity and change
- Commitment to the mission of empowering veterans to serve again here at home
- Bachelor's degree required; Master's degree preferred

#### **TRAVEL REQUIREMENTS (Outside of a global pandemic)**

Must have the ability to travel occasionally (5-6 times per year) to cities throughout the United States. Multi-day and/or weekend travel may be required on program or team event dates for in-person events, and online for virtual events. Flex time is available.

#### **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit, and reach with hands and arms. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate. If you require a reasonable accommodation in the employee selection process, please direct your inquiries to Caitlin Zbikowski, Manager of Talent Acquisition & Onboarding at [czbikowski@missioncontinues.org](mailto:czbikowski@missioncontinues.org).

#### **APPLICATION PROCESS**

If the above speaks to you, we're excited to learn more about you! The Mission Continues recognizes that diverse employees, veterans, and supporters are critical to our workforce and mission. We are committed to fostering an inclusive workplace where all team members are valued and have the opportunity to reach their full potential. We want a team that reflects our diversity so that we can approach every mission with integrity, compassion, and authenticity. Compensation is competitive and is commensurate with experience. The Mission Continues offers exceptional medical, dental, vision, life, and long-term disability benefits for all team members. All successful candidates for this position will be required to submit to a criminal background check.

**To apply for the Chief People Officer role, please email an updated copy of your résumé and your LinkedIn profile URL to Haneen AbuFarha at [haneen@yardstickmanagement.com](mailto:haneen@yardstickmanagement.com). If you do not have a LinkedIn profile, do not want to create one, or do not want to use it, please let Haneen know in the body of your email.**