



Position Announcement

Director, Staff Operations

Rural Community Assistance Corporation

West Sacramento, CA

Rural Community Assistance Corporation (RCAC) seeks an experienced and strategic Director of Staff Operations to oversee the day-to-day operations of the organization including a staff of 240 as they advance the mission to partner with and co-create vibrant, healthy, and enduring rural and Indigenous communities by providing training, technical assistance, economic resources, and advocacy so those communities can achieve their goals and visions.

THE ORGANIZATION

Founded in 1978, RCAC seeks to collaboratively build the capacity of organizations that serve underserved communities in 13 western states the rural West (13 states including Alaska and Hawaii). RCAC works in partnership with small rural and Indigenous communities and other local agencies to provide tools and resources necessary to improve their quality of life. RCAC offers a wide range of services to communities with fewer than 50,000 people including technical assistance and training for environmental infrastructure; affordable housing development; economic and leadership development; community resilience and disaster planning, and community development finance. Since its inception, RCAC's dedicated staff and active board have helped effect positive change in rural and Indigenous communities across the West.

RCAC's program and services are informed by its strategic directions and core values:

Strategic Directions

- **Core Competencies:** Ensure rural communities have culturally appropriate access to resources by prioritizing community-identified needs and advocating on behalf of these communities with public and private sector partners.
- **Increased Investment:** Strengthen the economies of rural communities through increased capital investment that supports small businesses and community development.
- **Indigenous Communities:** Collaborate with grassroots and Indigenous-led organizations that provide infrastructure, housing, lending, and other essential services in Indigenous communities.
- **Diversity, Equity, and Inclusion:** Grow inclusive practices by improving organizational awareness, positioning, and approaches that embrace Indigenous knowledge and are mindful of historical contexts to better serve internal stakeholders, external partners, and communities.
- **Capacity Building and Innovation:** Strengthen RCAC's operations by exploring innovative strategies, improving internal infrastructure, and promoting staff development so that RCAC can continue to build the capacity of organizations.
- **Outcome Measurement:** Transition RCAC measurement to an outcomes-based model that effectively articulates the narrative of its work, increases learning opportunities to refine its programmatic approach, and expands the metrics the organization can share with diverse funding sources.

Core Values

- **Leadership:** Identify innovative strategies to further rural community and economic development and inspire partners to achieve great outcomes.
- **Collaboration:** Achieve superior results by respectfully and inclusively identifying and working with partners.
- **Commitment:** Work with passion and dedication to improve rural communities and the lives of their low-income residents.
- **Quality:** Produce exceptional work products to help RCAC partners meet their goals.
- **Integrity:** Practice the highest professional standards and cultural competency in RCAC's work.

RCAC fosters an inclusive, collaborative workplace environment where colleagues and partners are valued and treated with respect so the organization and people we serve can excel. RCAC has expanded and elevated its DEI platform and work. The organization added a dedicated committee and focus groups, bi-monthly listening sessions offered by diverse representatives, and tools and assessments to inform the learning and experiential journey of all staff, key stakeholders, and Board members as a reference to guide all internal and external communications.

Headquartered in West Sacramento, RCAC has an estimated annual budget of approximately \$40 million, more than \$200 million in total assets, and net assets of more than \$85 million, and is deepening its impact through a \$20 million unrestricted grant received in 2021. Governed by a twelve-person diverse Board of Directors from eight different states, RCAC employs a staff of 240, many of whom work remotely across RCAC's 13-state footprint. RCAC has experienced a high level of growth. We have hired over 130 new staff within the last 4 years as our programs continue to flourish and recruitment will continue as we begin the new fiscal year. The executive leadership team includes the Chief Executive Officer, Chief Financial Officer, Chief Operating Officer, and Chief Impact and Policy Officer. The senior leadership team currently also includes the Controller, and five Directors and Assistant Directors: Communications, Development, Housing, Loan Fund, and Staff Operations. For more information, please visit RCAC's website at <https://www.rcac.org/>.

THE POSITION

Within RCAC's Operations department that is responsible for agency operations, Staff Operations (SO) is dedicated to being the advocate for all staff and fosters a positive and safe work environment where integrity is practiced and valued. Under general supervision of the Chief Operating Officer, the Director of Staff Operations (Director) is a new position in RCAC's infrastructure. This role provides overall leadership, vision, and supervision of Staff Operations, with an emphasis on strategic planning and advancement of agency objectives in alignment with RCAC's Strategic Goals and Objectives. The Director serves on the senior leadership team to advance RCAC's strategic objectives. Additionally, the position will manage the Staff Operations department (including the Assistant Director, Staff Success Partners, HRIS Data Management, and an Administrative Specialist) The Director will also be engaged with the Culture Resource Coordinator for wellness and DEI initiatives, and Training Strategist for staff development initiatives.

Key Responsibilities

The Director will step into an organization with a reputation for excellence in the community development space, strong financial health, and a culture that values collaboration and innovation. Key priorities for the position include:

Strategy & Leadership

- Provides strategy and best practices to executive teams to further the organization's goals and strategies related to staffing, recruiting, retention, and relocation.
 - Agency wide plan to identify staff forecasting and recruiting/retention needs.
 - Best practices for hiring, talent management, and on/mid/offboarding across the employee life cycle.
- Oversees all Staff Operations initiatives, systems, and tactics, including wellness and DEI in alignment with agency goals and objectives.
- Provides leadership and guidance to senior leadership on human resource management issues.
- Prepares and presents reports and dashboards for quarterly Board meetings, conjunction with COO.
- Serves as a back-up for COO when needed.
- Works in partnership with Diversity, Equity, and Inclusion Committee (DEI); ensures all hiring, recruiting, and retention processes adhere to DEI best practices.

Human Resources Management

- Provides leadership for the *administration of staff operations* responsibilities including but not limited to compensation, benefits, and leave; disciplinary matters; disputes and investigations; performance and talent management; productivity, recognition, and morale; occupational health and safety; training and development.
- Oversees the development, administration, and implementation of *policies, processes, training, initiatives, and surveys* to support organization's strategy, staff operations, and compliance needs.
- Develops and implements *professional development programs and initiatives* that provide internal development and training opportunities for employees to ensure staff have the skills and training to meet their job duties.
- Develops and maintains strategy for *effective performance evaluation process*, utilizing HRIS or other current technology.
- Analyzes trends in *compensation*; researches and proposes competitive compensation programs to ensure the organization attracts and retains top talent; actively participates in Job Market Value analysis in accordance with the compensation philosophy.

- Analyzes trends in *benefits*; oversees annual open enrollment process for employee benefits and conducts quarterly benefits audits, including PEO review and competitive benefit analysis.

Compliance & Risk Management

- Provides leadership across Staff Operations to ensure compliance with federal and state laws and organization policies.
 - Collaborates with RCAC Compliance and Risk team to insure SO policies are managed and updated as required within the RCAC compliance management system.
 - Represents RCAC as Plan Administrator and Retirement Plan Committee Chair, ensuring DOL and ERISA compliance.
 - Works with staff to monitor and ensure employment practices comply with EEOC, Title VII, ADA, ADEA, and other federal and state laws and regulations.
- Provides leadership in risk management related to human resources.
 - Anticipates and resolves litigation risks regarding employee complaints or concerns.
 - Represents RCAC in dealing with unemployment and workers compensation by furnishing requested employment information or documentation.
 - Provides proactive input, reviews, guides, and approves management recommendations for employment terminations and/or adverse actions.
 - Oversees the interfaces with managers and healthcare professionals to coordinate accommodations, return-to-work, light-duty, and other solutions for injured or disabled employees.
 - Oversees required organizational mandatory and non-mandatory training.

RCAC uses a range of technology and software platforms to support its work including SharePoint, Unanet, Microsoft Office, Teams, and OneDrive. The organization's PEO processes payroll through TriNet.

Experience and Attributes

Successful candidates for this position will bring a variety of experiences and attributes including:

- 12+ years relevant experience in increasingly responsible positions and roles that include strategic planning, personnel, talent management, budgeting, and human resources initiatives, with at least three years in a lead HR role and 5+ years' experience in a supervisory role.
- Proven experience as a senior leader in human resources with the ability to lead strategically in an organization with multi-state footprint and multi-located workforce (including remote employees), while ensuring compliance with state and federal laws and regulations and company policies.
- Thorough knowledge of human resource management principles and best practices for mid-size and growth minded organizations.

- Professional business acumen partnered with attention to the human element, diligent and firm with high ethical standards and a commitment to critical process efficiencies and timeliness of SO functions.
- Outstanding communication and interpersonal skills, with the ability to work across departmental and positional roles; ability to effectively listen and communicate, verbally and in writing.
- Advanced skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Demonstrated ability to lead and inspire teams, with a focus on collaboration and achieving results.
- Ability to thrive in a fast-paced, dynamic environment and manage multiple priorities.
- Commitment to understanding the rural and Indigenous West and its diversity of needs, and a passion for contributing to a mission in service of rural community development is a plus.
- Excellent and adaptive leadership with the ability to work collaboratively with a diverse group of people across different geographies and economic situations.
- Proficient in the use of tools, such as Microsoft Office, CRM systems, project management software, or data management platforms.
- Bachelor's degree, preferably in human resources, organizational learning, business administration, or related field; Master's degree in Human Resources, Organizational Development, or related field a plus.
- Human Resource certification a plus.
- 401(k)/403(b) plan administration, including knowledge of regulations, compliance, fiduciary obligations.

BENEFITS AND PERKS

Based on current job market value, compensation will be in the range of \$150,000 -- \$170,000, commensurate with experience. Benefits and additional HR services are provided through a PEO (Professional Employment Organization). RCAC offers a comprehensive benefits package which includes robust paid time off, a "rest and reset" week at the end of December, full range of health and other insurances, a 403b retirement program with an employer contribution, a wellness program, and more. RCAC advances a combination of home office and corporate office work model through its West Sacramento headquarters and prefers the Director of Staff Operations position to be based in its headquarters.

APPLICATION PROCESS

To apply, upload resume and cover letter by clicking [here](#). For other inquiries, contact Olive Idehen at olive.idehen@cbiz.com. No other application materials will be reviewed at this time. Resume reviews begin immediately.

RCAC is an equal opportunity employer and considers all employees and job applicants without regard to race, religion, color, gender, sex, age, national origin, disability, veteran status, sexual orientation,

gender identity or marital status, or any other status protected by law. RCAC strives to reflect the diverse constituencies that the organization serves.

About CBIZ's Nonprofit & Social Sector Group

On behalf of RCAC, CBIZ's Nonprofit & Social Sector Group is working with the organization to advance the search. Founded in 1984, we are, and always have been, a mission-driven professional services firm seeking to do more for nonprofits and socially conscious companies like RCAC.