



*Join a team that's going places!*

## CHIEF PEOPLE OFFICER

<b>Department:</b>	Human Resources & Labor Relations
<b>Employee Group:</b>	Non-represented
<b>Reports to:</b>	General Manager
<b>FLSA Status:</b>	Exempt
<b>Job Number:</b>	{see Job Position Code list}
<b>Approved by:</b>	Rachelle Glazier, General Manager
<b>Approved by:</b>	Chad Crouch, Interim Chief People Officer

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### OUR MISSION

Ben Franklin Transit (BFT) provides exceptional and cost-effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development.

### OUR VALUES

We value customer service, collaboration, diversity, fiscal accountability, innovation, sustainability, and safety. Employees and representatives of BFT are expected to uphold our values and mission.

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### NATURE OF POSITION

Responsible for the management, administration, and coordination of Ben Franklin Transit's (BFT) Human Resources and Labor Relations, Training, and Communications teams. Oversee labor and employment relations, recruitment and selection, classification, compensation, benefit program administration, and drug and alcohol testing. Ensure compliance with employment laws, rules, regulations, policies, procedures, and affirmative action requirements.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee Human Resources, Labor Relations, Training, Talent Development, and the Communications team.
- In collaboration with general counsel, develop, review, revise, and implement HR policies/procedures to ensure compliance with applicable legal guidelines and alignment with agency culture and mission.
- Develop and implement department goals, objectives, policies, and priorities for staff and assigned areas of responsibility.
- Provide oversight to the Drug and Alcohol Program Manager/Designated Employer Representative; ensure agency and any covered contractors comply with applicable FTA and FRA regulations as it relates to the HR function and the drug and alcohol program.
- Develop creative strategies to engage union leadership in a collaborative process; educate and inform the General Manager on the status of negotiations; recommend proposals, settlement, and/or mediation/arbitration, as appropriate.
- Direct process for all involuntary separations, including development of appropriate separation agreements for sensitive terminations in conjunction with CFO, General Counsel, and General Manager. Oversees all separation meetings.
- Oversee all recruitment and retention programs with the goal of attracting and retaining high-caliber staff in support of BFT's mission and strategic/business plans.
- Direct performance management programs and systems. Recommend improvements and enhancements to ensure alignment with agency mission and operational need.
- Oversee BFT's compliance with conflict of interest, ethics requirements, and state-required training for supervisors and managers.
- Participate in the preparation of department annual budget and multiyear projections. Monitor expenses and recommends adjustments to achieve annual results within goals.
- Oversee, develop, and promote social media networking strategies and content to increase social media engagement and build online communities.
- Manage internal and external communications including crisis and service disruption communication, media releases, newsletters, advertisements, and promotions.
- Manage internal communication strategies, programs, and activities including safety training.

- Manage implementation of communications, advertising, media, and public relations to drive transit ridership and awareness and promote riding transit.
- Provide excellent customer service to all customers both internally and externally.
- Display and practice BFT's Core Values in the workplace.
- Work with and maintain confidential information.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Understanding of human resources principles, practices, and methods.
- Applicable federal, state, and local laws, codes, and regulations governing human resources.
- Identify and implement practices and procedures of employment law, compensation, organizational planning, recruitment, employee relations, safety, training, and employee engagement and development.
- Business and management principles involved in strategic planning, resource allocation, human resource modeling, leadership techniques, and coordination of people and resources.
- Provide continuous effort to improve operations; streamline work processes; work cooperatively throughout the agency to provide quality customer service.
- Learn new technologies, policies, procedures, and guidelines established by professional organizations and/or governing agencies.

### **OTHER CHARACTERISTICS**

- Collaboration: Shares time and knowledge with others; adjusts priorities as circumstances dictate; follows through on commitment; accepts responsibility for actions; resolves interpersonal conflicts constructively.
- Diversity: Demonstrates an awareness and respect of cultural and individual values. Treats all people with dignity, courtesy, and respect.
- Fiscal Accountability: Actively contributes to the productivity of the agency; demonstrates good stewardship of company time and resources; displays high standards of ethical conduct.
- Customer Service: Anticipates the needs of internal and external customers; delivers quality work products and services within expected timeframes. Considers and responds appropriately to people in various situations.
- Innovation: Considers new approaches to situations; encourages ideas and improvements.
- Sustainability: Actively encourages environmental benefits and the conservation of natural resources.
- Safety: Adheres to safety-related laws, regulations, standards, and practices; performs work in a safe manner; encourages and supports others to be safe while at work.

### **MINIMUM QUALIFICATIONS**

Bachelor's Degree from an accredited college or university in Human Resources, Organization Development, Industrial Psychology, Business Administration, or related field. Seven to ten years of professional human resource work experience, including experience in a unionized environment. 5 years at an Executive/Senior level; or an equivalent combination of experience, education, and training. Must possess a valid driver's license.

### **LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS**

None

### **PREFERRED QUALIFICATIONS**

Master's degree; PHR or SPHR or equivalent certification.

### **PHYSICAL REQUIREMENTS**

Generally sedentary in nature; occasionally stand and walk; intermittently kneel, stoop, bend, and twist at the waist, and reach overhead; sit for long periods of time. Rarely kneel, crouch, or crawl. Occasionally lift, push/pull, or carry up to 40 pounds. Good vision to read print and computer screen. Hear and speak to communicate in person, before groups, and over the telephone. Manual dexterity of hands and fingers to

include repetitive keyboarding, grasping, and reaching to operate a computer keyboard, mouse, and/or standard office equipment.

### **WORKING CONDITIONS**

Work is primarily performed in an office environment where noise, distractions, and lack of privacy may be present. Operate a motor vehicle. Occasional exposure to outdoor environment and weather when training.

**Essential Functions** may include the duties and responsibilities as well as knowledge, skills, abilities, and other characteristics listed in this job description. Employees in this position must maintain a level of mental and physical fitness required to perform the essential functions of this classification with or without reasonable accommodation.

**Job descriptions** are intended to present a descriptive list of the range of duties performed by employees in the position. Job descriptions are not intended to reflect all duties performed within the job. Job descriptions are subject to revision and may be updated as appropriate to reflect operational changes within the role.

**Employees** in all positions must pass a background investigation including a criminal and employment investigation; positions with cash handling or financial administrative duties will be subject to a consumer credit investigation.