

# VP Human Resources & Culture

## POSITION PROFILE

Job Title:	Vice President of Human Resources & Culture	Approved By:	President & CEO
Department:	Human Resources	Approved Date:	3/25/19
FLSA Status:	Exempt	Reports To:	President & CEO
Position Type:	Full Time		

### **ORGANIZATION OVERVIEW**

Destination Cleveland is in the business of driving economic impact and stimulating community vitality for Cleveland through memorable leisure and business travel experiences. Our team is made up of passionate Clevelanders who want to help the community by marketing it as a destination.

We're the people who get the side-eye for our unceasing love for Cleveland and our inability to stop talking about it. We know Cleveland inside and out. We always believe this is our year ... and so is next year and the year after. We engage with our community (a lot). And we defend The Land to the core.

But, we're not just talking the talk. We're rolling up our sleeves and getting the job done. We're a hub of hard-working, dedicated, innovative professionals. And that's who we like to hire.

### **SUMMARY OF POSITION**

The Vice President of HR & Culture will be responsible for providing the human resources vision, direction and leadership for Destination Cleveland. As a strategic partner to the executive team, the VP of HR & Culture will have responsibilities including: human resources strategy, culture, organizational development and change management, talent acquisition, training, management and employee development, employee relations, compensation and benefits, performance management, internal communication, and compliance.

Reporting to the CEO of the organization, this role will play a key role in setting and executing human resources strategy and supporting the goals of the organization.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Consider current state of HR function and move the organization to a best-in-class, sophisticated HR function that is viewed as a business partner, preparing for and enabling the organization to achieve its mission.
- Develop, implement and maintain, in collaboration with senior leadership, a long-term plan for the HR/talent function as part of the organization's strategic plan.
- Act as a business partner to the leadership team and CEO, as well as to all managers across the organization. Provide coaching, counseling and mentoring as needed, and partner with the organization's leadership in the development of people related strategies. Enable managers via training, development and coaching to manage people to their highest potential.
- Act as the internal steward for culture. Assist the organization in being intentional about the culture it desires and ensure all people-related systems and approaches drive and support environmental goals.
- Lead all change management efforts for the organization, including communication planning.
- Develop and administer an effective talent management program to ensure there is a strong bench in place to operate the business and to internally fill positions over time. This will include succession planning, employee development and external hiring strategies.
- Design compensation and benefit programs to attract, motivate, reward and retain the industry's top talent.
- Maintain a positive employee relations environment. Foster a collaborative culture with a focus on employee engagement and retention. Coach employees and leadership in how to effectively manage conflict.
- Design and direct the performance management program for the organization. Develop a state-of-the-art performance review system that will support the allocation of rewards across the organization and promote the identification of high-potential staff in a high-performance organization.

- Introduce best practices and innovative ideas to the organization in all HR functional areas.
- Ensure compliance with all federal and state laws and regulations. Direct compliance efforts of the organization.
- Establish and administer HR budget and direct the HR function in accordance with that budget.
- Manage the HR team, which today includes a HR Manager and a HR Coordinator.

## **QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## **THE CANDIDATE**

The successful candidate will be a “hands-on” business leader with demonstrated accomplishments in the HR field. This individual will be a key member of the senior management team and, as such, will need to garner trust and respect at all levels of the organization.

### ***Education:***

- A Bachelor’s degree in Business, Human Resources or a related field. A Master’s degree or a JD is preferred, as is SHRM certification.

### ***Knowledge, Skills and Abilities:***

- 10+ years of progressive HR generalist, organizational development/design or other relevant HR experience, with at least 5 years in a managerial / leadership role.
- 3+ years of experience utilizing core organizational development competencies (i.e., relationship building, trust building, emotional intelligence, change management planning and execution, the ability to debate issues and add value to the collective leadership team.)
- Demonstrated understanding of state-of-the-art HR practices in all HR functional areas.
- Demonstrated ability to craft and articulate a strategic vision and proven experience with driving that vision throughout the organization.
- Proven leadership track record and the ability to provide strong rationale for chosen positions.
- Demonstrated understanding of the risk management components of this role and proven ability to mitigate risks for the organization.
- Solid understanding of HRIS systems and experience with systems’ implementation; proficient with the software needed to run an effective HR function.
- Well-versed in legal and regulatory matters that affect the workplace.
- Strong financial acumen and ability to articulate financial implications of HR decisions as well as collaborate with Finance on the impact of HR practices on the bottom line.
- Demonstrated ability to manage conflict at all levels in an organization.
- Demonstrated experience in presenting to leadership, board members, internal and external constituents.
- Proficiency in the Microsoft Office Suite.

### ***Professional and Personal Characteristics:***

- Solid project management skills and ability to lead cross-functional teams.
- Outstanding oral and written communication skills coupled with engaging presentation skills and strong emotional intelligence.
- Skilled in conducting meetings and facilitating discussions among leaders.
- Proactive self-starter that is results-oriented and high energy. Quickly able to establish credibility and gain respect of the organization.
- Highest level of personal integrity to inspire confidence, respect and trust.
- Ability to multi-task in a fast-paced environment.
- Comfortable interacting at all levels of the organization and in representing the organization within the community.
- Willingness to confront difficult or sensitive issues with a strong commitment to confidentiality and ability to manage conflict.
- Willingness to take educated risks and challenge the status quo to bring about change when needed.
- Passionate and committed to their own personal and professional development as well as that of their colleagues.
- Creative and innovative approach to solving problems and resolving issues.
- Ability to act as an advocate for team members and for the organization.

**PHYSICAL DEMANDS**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequent talking and/or listening
- Regular sitting
- Occasional standing, walking and lifting of up to 25 pounds
- Requires close vision

**WORK ENVIRONMENT**

Office environment; moderate noise.