

RIDE CONNECTION POSITION DESCRIPTION CHIEF HUMAN RESOURCE & DIVERSITY OFFICER

Position Title: Chief Human Resource and Diversity Officer
Position Reports To: Chief Executive Officer
Full-Time Equivalent: 100%
Positions Supervised: Human Resource Specialist and Human Resource Director
Status: Exempt

Position Summary

The Chief Diversity, Equity, Inclusion and Accessibility Officer is responsible for overseeing all HR functions, Diversity, Equity, Inclusion, Accessibility initiatives, visioning, and strategic planning, as well as technical and strategic leadership of resources, relationships, and teams.

Core Accountabilities

Agency Values – Consistently demonstrate Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteers.
- Maintain collaborative relationships with Network Partners.
- Deliver safe, personalized and accessible transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Makes efficient use of the time and talents of others.

Initiative – Shows independence and ingenuity. Demonstrates creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Oversees the Human Resources function, including benefits, compensation, talent acquisition, organizational development, culture, performance management, employee relations, and payroll
- Ensures programs are structured to attract, reward, and retain a talented and diverse workforce
- Drives organizational growth, including a culture of learning and development
- Influences and guides policies and executive decisions impacting employees; leads organizational change management
- Oversees HR performance metrics, outcomes, and reporting
- Implements comprehensive equity and engagement plan which promote diverse, inclusive and equitable organizational cultures; facilitates awareness and education for all staff, volunteers and partners
- Provides leadership and articulates a clear link between equity, diversity, and inclusion initiatives and the impact to Ride Connection's overall performance
- Supports CEO and the Ride Connection Board of Directors to see that it has an DEIA lens on its work, including self-evaluation/critique, Board education, development, and recruitment
- Leads staff involvement and engagement in DEIA work including facilitates staff led committees – Diversity, Equity, Inclusion and Accessibility Committee and Talent, Engagement and Development Committee
- Develops and leads an equity-first approach to strategic community-based initiatives, plans, and goals in alignment with organizational vision, mission and strategic initiatives
- Provides strategic leadership for Ride Connection's equity plan and initiatives to ensure Ride Connection equity initiatives continue
- Identifies and plans professional development programs to raise awareness and develop best practices to cultivate a culture of civility, respect, and ethical behavior, and that help build a welcoming and inclusive culture within the organization
- Develops, or directs the development of, documented policies and procedures relating human resources
- Advises on communication strategies for Ride Connection's equity and inclusion objectives and initiatives
- Leads commitment to equal opportunity for applicants and employees; oversees the organization's Affirmative Action Plan
- Champions innovation, process review, and refinement

- Coaches, inspires, and recognizes staff
- Promotes professional development across areas of oversight
- Attends agency staff meetings, management meetings and board/committee meetings as required
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training programs and attends all staff meetings as required
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- A minimum of eight years of progressively responsible experience that is directly related to the duties and responsibilities specified or the equivalent combination of education and/or relevant experience. A minimum of three years of people management experience.
- Understanding of core Human Resources functions; familiarity with relevant federal and local employment laws
- A change-agent with a proven track record of appropriately challenging the status quo, gathering the ideas of others, and demonstrating good judgment
- Progressive experience in representing an organization to, and building coalitions with, internal and external constituencies from varied and diverse backgrounds
- Demonstrated ability to use data insights to drive high-impact, bold action
- Ability to work with diverse populations and establish rapport and trust with diverse audiences.
- Excellent interpersonal and conflict-resolutions skills and demonstrated ability to promote collaboration among departments, with strong consensus building skills and the ability to negotiate favorable outcomes
- Ability to analyze and make sound recommendations on complex issues, including identification of alternative solutions and projecting consequences of different plans of action.
- Excellence in communication (written and verbal) and the ability to communicate at all levels of an organization, strong presentation and public speaking skills
- Strong leadership skills, including the ability to lead and influence internal teams and external stakeholders
- Strong people management skills, including the ability to hire, develop, and coach staff
- Strong critical thinking skills, including the ability to analyze and solve problems

- A thought-leader with experience in, awareness of, and commitment to, contemporary and emerging DEIA and social justice opportunities, including, but not limited to, the current research and approaches that inform and address workplace inclusion, intersectionality, equity, unconscious bias, and work-life effectiveness
- A track record of successfully leading DEIA initiatives for both organizational strategy and workforce-related issues

Preferred Qualifications

- Knowledge of Federal and Oregon State Rules and Statutes pertaining to programs receiving Government funding for transportation
- Experience working for a Non-Profit organization

Physical Requirements:

- Normal office working conditions
- Repetitive motion
- Prolonged sitting
- Verbal communication with others
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds
- Extensive use of the computer
- Extensive visual involvement

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.