

ORGANIZATION: Charter Technology Solutions (CTS)
POSITION: Vice President of People and Culture
REPORTS TO: Founder & CEO
LOCATION: Brooklyn, NY (must have ability to be in-office 1-2 days/week)
WEBSITE: www.charterts.com
TO APPLY: Please send cover letter and resume as one PDF to CTSVPPC@pbrsearch.com with title format "Last Name First Name – Letter Resume."

BACKGROUND

[CTS](http://www.charterts.com) is a thriving, niche technology partner to a large network of K-12 schools and other mission-based organizations. Since its founding in 2010, the company has grown to serve more than 90 organizations across the country, providing services that range from large-scale technical implementations and infrastructure design to 24/7 help desk and device support. Most recently, to meet pressing educational needs spurred by the pandemic, CTS quickly rose to the challenge of supporting over 5,000 teachers and school staff who needed hands-on support with the transition to technology-based classrooms. The company is poised for ongoing, ambitious growth while being proactive and responsive to the needs of its talented team of 80+ employees around the globe.

POSITION

The Vice President of People and Culture (VP) is a senior-level, hands-on position. CTS seeks an experienced HR generalist to help develop and refine its HR structures and systems. The VP will develop and implement the strategies and day-to-day HR activities, including employee lifecycle, learning and development, employee relations, compensation and benefits, and legal compliance. The ideal candidate will be an organized, energetic, seasoned, roll-up-your-sleeves leader with experience scaling an organization and an orientation towards continuous improvement.

RESPONSIBILITIES

General HR Administration

- Ensure compliance with all federal, state, and city labor laws and regulations. Keep abreast of new developments in the HR field and ensure that CTS is in line with industry standards.
- Improve and maintain HR policies and procedures. Ensure they are properly documented, consistently implemented, and communicated throughout the company.
- Collaborate with the director of operations and accounting team to ensure payroll is on time and accurate.
- Administer employee benefits and ADP (CTS's PEO). Negotiate with vendors to ensure benefits meet employee needs and are competitively priced.
- Consult with legal counsel if/as needed.

Employee Lifecycle

- Drive all aspects of attracting, screening, acquiring, onboarding, retaining, and developing talent. Build related strategies to ensure a healthy pipeline of qualified candidates, succession planning, and talent pipelining (to develop staff and promote from within).
- Oversee the annual review process, as well as more informal feedback loops. Ensure alignment between the company's OKRs, department-level and individual goals, compensation, and professional development. Drive the effective use of Lattice (CTS's performance management platform) across the company.
- Help nurture and promote a culture of high performance and accountability.
- Evolve CTS's job architecture structure as needed; ensure job responsibilities and promotion paths are clear to all.

HR Strategy and Culture

- Partner closely with leadership to shape enterprise-level decisions that:
 - Promote a diverse, equitable, inclusive workforce and a safe, healthy work environment; and
 - Meet CTS's immediate, near-term, and longer-term needs.
- Maintain and continuously strive to improve staff engagement, satisfaction, morale, and retention.
- Effectively address complaints and assist with investigations.
- Provide guidance and coaching to resolve performance, disciplinary, or other employee issues, including terminations.
- Collaborate with leadership to foster a culture of self-improvement and develop a program of training, education, and professional development opportunities.

QUALIFICATIONS

Experience

- A minimum of 10 years of experience directing an array of human-resources related activities both from a strategic and on-the-ground/tactical level
- Direct experience scaling HR operations, ideally for a similarly sized or larger organization
- Demonstrated experience with problem-solving and conflict resolution
- Experience using data to make well-informed decisions
- Experience with a geographically dispersed workforce; prior work with internationally-based team members a plus
- Experience with a highly specialized workforce required; work with technology services or related field a plus
- Experience with K-12 schools, nonprofits, and/or B2B companies a plus

Personal Characteristics

- Demonstrated alignment with CTS's company values of gratitude & respect, communication, integrity, teamwork, innovation, courage, and responsibility
- Exceptionally organized; oriented to leverage technology and systems to create efficiencies
- Able to see the big picture as well as operationalize ideas with high attention to detail
- A high level of emotional intelligence to navigate and build strong relationships with a wide range of personalities and people with varying skillsets and priorities
- An ability to handle sensitive issues with diplomacy, judgment, and discretion
- Clear, strategic, and persuasive communicator, with an ability to earn the trust of the extended team to influence positive outcomes
- Quick study with technology-based tools and systems

COMPENSATION

- Anticipated salary range \$175K – \$200K; commensurate with experience
- Competitive benefits, including medical insurance, 401(k) plan, and generous PTO

Frequently cited statistics show that women and people from underrepresented groups apply to jobs only if they think they meet 100% of the criteria. If you meet many but not all the criteria and feel you may be a good fit for the role, CTS encourages you to apply.

CTS is an Equal Opportunity Employer and does not discriminate on the basis of age, color, national origin, ethnic origin, citizenship status, disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, veteran status, or any other characteristic protected by federal, state, or local law in its employment policies. In addition, CTS will provide reasonable accommodations for qualified individuals with disabilities.