



## Position Announcement

### **Director of Staff Operations, Human Resources Professional Rural Community Assistance Corporation** West Sacramento, CA

Rural Community Assistance Corporation (RCAC) seeks an experienced and strategic Director of Staff Operations, Human Resources Professional to oversee RCAC's human capital management in the day-to-day operations of the organization including a staff of 270 as they advance the mission to partner with and co-create vibrant, healthy, and enduring rural and Indigenous communities by providing training, technical and financial 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 (including Alaska and Hawaii) and Pacific Islands. 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 affect 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.
- **Culture of Care:** Sustain a culture recognizing and embracing the ways we are different and unique from one another, internally and in community, ensuring that everyone has a voice and opportunity to contribute to the well-being of the organization and communities we serve.
- **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 our work, increases learning opportunities to refine our

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 served can excel. At RCAC, most program staff have the opportunity to travel, work in a flexible environment, and define and develop their own work plans to achieve community-driven outcomes. Though staff work in 13 western states, RCAC celebrates teamwork with open-door access to peers and senior leadership.

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 two significant unrestricted grants received in 2021 and 2025. Governed by a twelve-person diverse Board of Directors from eight different states, RCAC employs a staff of 270, many of whom work remotely across RCAC's 13-state footprint. RCAC has experienced a high level of growth, having hired over 130 new staff within the last 4 years as programs continue to flourish, and RCAC expects recruitment will continue. 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: Housing, Loan Fund, Environmental Services, and Staff Operations. For more information, please visit RCAC's website at <https://www.rcac.org/>.

### THE POSITION

Under general supervision of the Chief Operating Officer, the Director of Staff Operations (Director), Human Resources Professional is a new position in RCAC's infrastructure, providing leadership within RCAC's Operations department to advocate for staff and foster a positive and safe work environment where integrity is practiced and valued. This role provides overall leadership, vision, and supervision of staff workforce 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 and 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 Culture of Care 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 human capital management and workforce development.
  - 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 Culture of Care 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, in conjunction with the COO.
- Serves as a back-up for the COO when needed.
- Works in partnership with the Culture of Care Committee; ensures all hiring, recruiting, and retention processes adhere to 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 staff operations 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, Lanterian, 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 human resources positions and roles that include strategic planning, leadership, personnel, talent management, budgeting, and human resources initiatives, with at least three years in a senior 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 staff operations 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**

RCAC is looking for mission-driven changemakers who share its vision. Starting salaries are negotiable based on job responsibilities and your experience. Based on current job market value, the initial compensation for this position 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, Human Resources Professional position to be based in its headquarters.

## APPLICATION PROCESS

To apply, upload resume and cover letter by clicking [here](#). For other inquiries, contact Samantha Sadiv at [samantha.sadiv@cbiz.com](mailto:samantha.sadiv@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 the law. RCAC has a keen interest and desire for our staff composition to reflect the diversity of the communities we serve.*

### About CBIZ's Nonprofit Group

On behalf of RCAC, CBIZ's National Nonprofit Group, formerly Marcum LLP, 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. Learn more about our work at [www.marcumllp.com/industries/nonprofit-social-sector](http://www.marcumllp.com/industries/nonprofit-social-sector).