



Charlotte Housing Authority

Job Description

Title: Executive Vice President of Talent Operations (Human Resources)
Reports To: Chief Executive Officer (CEO)
Department/Division: Human Resources
FLSA Status: Exempt

Position Summary

The Executive Vice President of Talent Operations creates and implements the strategic vision for the Charlotte Housing Authority's ("CHA" or "Agency") human resources operations, providing leadership for all aspects of the department, including the selection and development of employees, compensation and benefits administration, employee engagement and performance, and executing HR department goals that align with CHA's strategic plan. The incumbent leads all operations related to human resources management and strategy, workforce development and engagement, employee relations, and risk management.

Responsibilities

Human Resources Leadership:

1. Provides tactical human resources leadership, leading organizational development, talent acquisition and development, and rewards strategy initiatives. Ensures establishment and maintenance of internal and external talent and leadership pipelines in order to foster Agency growth and support the CHA strategic plan.
2. Oversees the Agency's human resources operations, including recruitment, benefits, compensation, employee relations, and all other HR programs and systems.
3. Serves as a trusted advisor and member of CHA's Executive Team, providing advice and counsel on all human resources matters, including employee relations and performance management.
4. Researches, identifies, and addresses current and future Agency operational and human capital needs and ensures integration of these items into CHA strategic planning initiatives.
5. Oversees HR and staff training operations, ensuring a culture of innovation, flexibility, and customer service. Assesses current staffing and operations and recommends opportunities to improve, streamline, and strengthen CHA processes and Standard Operating Procedures.
6. Develops and leads an Agency-wide, legally compliant strategy for recruiting, onboarding, developing, and retaining a qualified, committed, and diverse workforce. Analyzes and assesses candidate readiness and staff capability and retention; recommends strategies to address staffing gaps and issues.
7. Oversees the integration of CHA organizational and business strategies, advising Agency leadership on human capital, organizational structure, and employee wellness programs and processes.
8. Oversees compensation and benefits administration, ensuring that plans meet staff needs and align with Agency fiscal considerations.
9. Collaborates with CHA leadership to devise and implement strategic and succession planning initiatives that align with Agency goals. Works to engage and retain key talent through employee development and training.
10. Oversees the analysis, design, development, implementation, and evaluation of employee education and training programs, including CHA University.
11. Ensures the development of a high-performance culture guided by integrity, compassion, accountability, respect, excellence, and the principles of servant leadership.
12. Implements and oversees an employee performance management system that allows CHA to reward and retain key talent, ensuring performance reviews align with Agency goals, values, and core competencies.
13. Articulates and demonstrates behavioral expectations that reflect CHA's values. Provides coaching and guidance to managers on employee performance management; provides recommendations on improving employee productivity and engagement.
14. Fosters an Agency-wide environment of collaboration that supports continuous professional and personal growth. Establishes and maintains a culture of ongoing coaching, two-way communication, and feedback.



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15. Collaborates with CHA leadership to ensure continuous employee engagement, ensuring proactive change management and facilitating effective strategic planning initiatives for agency transitions.
16. Attends Board of Commissioner (BOC) meetings and provides consultation for Board development.

Compliance Leadership:

17. Develops, initiates, maintains, and revises policies and procedures for the general operation of the compliance program and its related activities to prevent illegal, unethical, or improper conduct.
18. Develops and implements programs to ensure compliance with physical safety standards as well as CHA and federal, state, and local regulations.
19. Collaborates with other departments and the Executive team to appropriately direct compliance issues for investigation and resolution. Consults with General Counsel (external) as required in order to resolve difficult legal compliance issues.
20. Responds to alleged violations of rules, regulations, policies, procedures, and Standards of Conduct by evaluating or recommending the initiation of investigative procedures.
21. Monitors and coordinates compliance activities of other departments to monitor the status of all compliance activities including HUD, NCHFA, and FHEO.
22. Identifies potential areas of compliance vulnerability and risk; develops and implements corrective action plans for resolution of problematic issues; and provides general guidance on how to avoid or deal with similar situations in the future.
23. Coordinates with CHA leadership and department heads to devise and implement a system of internal controls to ensure compliant, effective, and efficient operations.
24. Develops and provides routine and situational reports to keep the CHA BOC Audit and Compliance Committee and the Executive Team informed of the operations and progress of compliance efforts.
25. Ensures proper reporting of violations or potential violations to duly authorized enforcement agencies as appropriate and/or required.
26. Provides direction and management for the Compliance Hotline.
27. Performs other duties as assigned.

Education and Experience

Bachelor's Degree and a minimum of ten (10) years of human resources generalist experience including HR administration, recruitment, employee relations, compensation and benefits, and training is required. At least five (5) years of HR management experience is required. Master's Degree is desirable. Prior experience working in the public sector is desirable. Professional in Human Resources certification (PHR) or Senior Professional in Human Resources certification (SPHR) preferred. An equivalent combination of education and experience may be considered.

Knowledge and Skills

1. Thorough knowledge of, city, state, and Agency Human Resources and Compliance regulations, policies, and procedures pertinent to the position.
2. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
3. Thorough knowledge of applicable Housing Authority operating policies and procedures.
4. Ability to prepare and/or analyze appropriate cost estimates for budgets.
5. Ability to read and comprehend complex material.



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6. Ability to identify problems and develop effective solutions.
7. Ability to interpret regulations, standards, and contracts for compliance with relevant requirements and Agency standards.
8. Ability to utilize mathematical formulas; add and subtract; multiply and divide; utilize decimals and percentages; and utilize descriptive statistics.
9. Ability to present information in a clear, organized, and convincing manner.
10. Ability to accurately and completely document in writing appropriate events and activities.
11. Ability to identify Human Resources and/or personnel problems and develop effective solutions and/or make valuable contributions toward resolving difficult issues.
12. Ability to establish and maintain effective working relationships with co-workers, subordinates, contractors, and other persons outside the Agency.
13. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
14. Ability to operate appropriate Agency computer equipment and software packages.

Supervision Controls

The Executive Vice President of Talent Operations receives occasional broad instructions from the CEO. The employee initiates and follows through on activities without supervisory direction. Deadlines, priorities, and objectives are developed independently or in consultation with the CEO. The employee's finished work is spot-checked for progress and compliance with procedures and reviewed regularly by internal auditors and HUD for adherence to policies and procedures and attainment of objectives.

The employee provides guidance to subordinates in the Human Resources and Compliance Divisions, setting priorities and deadlines. Such guidance is usually broad and nonspecific unless an unusual situation or problem arises. The employee monitors the work of subordinates for accuracy, completeness, conformance to policy, and achievement of goals or objectives.

Guidelines

Guidelines followed by the Executive Vice President of Talent Operations include published laws, regulations, handbooks, notices, contracts, agreements, and policy directives from the CEO and Board of Commissioners. HUD. Upon personal initiative, the Executive Vice President of Talent Operations obtains informal guidance and assistance from other Authorities, professional organizations, and housing-related groups.

The Executive Vice President of Talent Operations performs duties by applying the basic principles of housing authority management and uses independent judgment in many decision-making situations. Routine decisions pertaining to the operation of the Agency, handling of funds, and personnel matters are provided with specific guidelines in the form of internal operating policies and procedures and federal, state, and local laws and regulations. The Executive Vice President of Talent Operations is periodically monitored for compliance with existing guidelines by the CEO, BOC, and HUD.

Complexity

The Executive Vice President of Talent Operations performs a wide variety of tasks which are not always clearly related. The Executive Vice President of Talent Operations makes decisions regarding unusual circumstances, conflicting data, and non-routine situations pertaining to the overall management and operation of the Agency.



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Responding to residents, staff members, the BOC, and the public on a continuing basis necessitates great patience, tact, and diplomacy.

Ever-changing laws and regulations require frequent updating and promulgation of Agency plans, policies, and procedures, particularly those affecting employment applicants and current employees.

Scope and Effect

The Executive Vice President of Talent Operations' leadership affects Agency employees and their perception of the Agency as a place of employment. Performing duties effectively, efficiently, and in a professional manner enhances work relationships among employees and ensures they obtain needed information and direction in a confidential environment, which contributes to the Agency's overall ability to provide quality services. The employee's work also helps shield the Agency from the potential for employee misunderstandings and the potential for litigation.

Personal Contacts

The Executive Vice President of Talent Operations has contact with a broad range of individuals including employment applicants, all levels of Agency personnel, attorneys, Workers' Compensation carriers, insurance carriers, and business firms. Most contacts with people outside the Agency are relatively unstructured and require tact and diplomacy on a routine basis. Contact often requires negotiation and/or handling of controversial matters.

Contact serves multiple purposes including: giving or gaining information, planning, coordinating, advising, motivating, influencing, directing persons or groups, and justifying, defending, negotiating, and resolving significant and/or sensitive issues.

Physical Requirements

1. Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and eye strain from working with computers and other office equipment. Other physical exertion at the warehouse floor may involve lifting of moderately heavy objects.
2. Must be able to establish and maintain effective working relationships co-workers, residents, contractors, and other persons outside the Agency.
3. Must be able to sit and/or stand for up to eight hours at a time while performing work duties.
4. Must be able to bend, stoop, push, and pull in the performance of work-related duties.
5. Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
6. Must have vision and hearing corrected to be able to perform essential job functions.
7. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
8. Must maintain punctuality and attendance as scheduled.
9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work indoors involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

Other Requirements

Must possess a valid State of North Carolina or South Carolina driver's license and regularly participate in continuous improvement and education. Must work with the highest degree of confidentiality.



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Signature – Review

I have reviewed this job description and understand the requirements and responsibilities of the position. I understand that this description is subject to modification as the needs and requirements of the position change.

Signature of Employee: _____ Date: _____

Signature of Supervisor: _____ Date: _____

Title of Supervisor: _____

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