



Senior Manager – Operations, HR and Organizational Culture

The National Association for Latino Community Asset Builders (NALCAB) represents and serves 100+ nonprofit organizations across the nation, which includes real estate developers, business lenders, economic development corporations, credit unions, and consumer counseling agencies.

NALCAB implements responsible, market-based strategies for strengthening underserved communities, rebuilding the ladder of economic mobility for low- and moderate-income Americans and supporting the economic integration of immigrants through equitable neighborhood development, investing in small business and building family financial wellness. In close alignment with its core programmatic activities, NALCAB operates a fellowship to invest in next-generation leadership within its Network and implements a training institute focused on culturally and linguistically relevant asset building services.

Our mission: *NALCAB strengthens the economy by advancing economic mobility in Latino communities.*

Summary

Under general direction from the Chief Financial Officer, this position is responsible for performing professional level work to manage internal human resource related duties and assess, manage, and enhance NALCAB's positive organizational culture. The Senior Manager will also oversee facilities management of both NALCAB's headquarters (San Antonio) and satellite office (Washington, DC). In addition, you may exercise direct supervision over assigned staff.

Essential Duties and Responsibilities

Including the following.

- Assess and maintain the strategy and implementation of our benefits plan, with an emphasis on attracting and retaining top talent nationally.
- Guide our Hiring & Recruiting strategy, selection activities and partnerships.
- Identify staff needs to design and facilitate training and workshops on HR-related topics that support operations objectives both in-office and in virtual settings.
- Assess and maintain performance management techniques and processes, including training on feedback, management training, conflict resolution, and other initiatives to support growth and development.
- Act as the primary contact for employer relations and serve as the liaison with our 3rd party Professional Employer Organization (PEO).
- Partner with Chief Financial Officer and Chief Program Officer to design and assess company wage and salary structure, pay policies, compensatory changes, etc.
- Identify and use metrics and analyses for Operations and Organizational Culture programs to align with organizational goals.
- Annually review and make recommendation to Executive Team regarding improvement of organization's policies, procedures and practices.
- Maintain knowledge of employment legislation to ensure organizational compliance.



- Drive and strengthen NALCAB's organizational culture by supporting the professional development and growth of all staff and be an ambassador of diversity, inclusion, and culture.
- Work with Chief Program Officer to assess and manage staff development and growth – staff evaluations, Individual Development Plans (IDPs), annual climate survey, employee recognition program, etc.
- Attract and retain talent - this includes driving employee engagement, making NALCAB an amazing place to work, and improving employee retention.
- Serve as the Sr. Team liaison between senior leadership and the internal Employee Advisory Group (EAG).
- Manage and coordinate internal staff coaching program with Chief Program Officer and Director of Training and Leadership.
- Manage general operations such as vendors, monitoring use of equipment (telephone, printers, others), the need for office materials and its variance, and the office environment including comfort and ergonomics, are all examples of activities related to general operations.
- Maintain the appropriate list of vendors to provide services required of the facility/ies owned or leased by NALCAB. This can include maintenance, renovations, landscaping, rehabilitation, fire drills, exit routes, and other functions associated with a building.
- Engage, contract and deploy third party consultants in accordance with NALCAB policies.
- Support the Senior Management team.
- Approximately 5% travel. All travel is within the United States.
- Other duties as assigned.

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.

- Knowledge of current and pending US employment legislation.
- Effective communicator with the ability to build relationships with people at all levels and in the organization.
- Non-profit sector experience preferred.
- Bilingual (English/Spanish) strongly preferred.

Knowledge, Skills and Abilities:

- Driving HR, Operations and Organizational Culture in a fast-paced and growing national nonprofit sector resulting in employees being successful. A proven track record of working successfully across teams and stakeholders.
- Experienced in community economic development and asset building preferred.
- Proven cultural competency and ability to work in culturally and ethnically diverse environments.
- Outstanding written, verbal and interpersonal communication skills.
- Skill in utilizing a personal computer and associated software programs, including MS Outlook, PowerPoint, Word and Excel.
- Experience in developing and evaluating surveys.
- Multi-task and meet deadlines.
- Ability to maintain confidentiality of information.
- Ability to work independently within a fast-paced environment.



- Perform all the intellectual and analytical requirements of the position, including decision-making.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position primarily performs its duties indoors and may be exposed to outdoors weather conditions and/or moving mechanical parts. The noise level in the work environment is usually moderate.

Physical Demand

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

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hand and arms; climb stairs, climb ladders, balance; stoop, kneel, crouch, or crawl; talk or hear. The employee must occasionally lift and/or move up to 50 lbs. Specific vision abilities required by this job include heavy visual acuity (close vision and ability to adjust focus) required to perform such activities as preparing and analyzing data and figure, using a computer and extensive reading and proofing. While performing the duties of this job, the employee is regularly required to talk or hear.

Education

Bachelor's degree from an accredited four-year college or university; five (5) or more years' related experience.

Position Type

Full – time

Compensation

\$55,250-\$74,750 commensurate on education and qualifications

EEO Category

Professionals

Exempt Status

Exempt

Benefits

Full Time:

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision, 401k with company match, and many other benefits as well as future growth opportunities



within the company. Plus, we work to maintain the best possible environment for our employees where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

Location of Employment

San Antonio, Texas

To Apply

To respond to this opportunity, please email resume to:

jobs@nalcab.org

Please add ***Sr. Manger, HR/Org Culture & Operations*** in the subject line.

NALCAB is an equal opportunity employer.