



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

METROWEST YMCA JOB DESCRIPTION

Job Title: **Chief Human Resource Officer**

FLSA Status: Full-Time Exempt

Reports to: President and CEO

Salary Range: \$125,000 to \$135,000 annually

POSITION SUMMARY:

The Chief Human Resource Officer (CHRO) serves as a key member of the President & CEO's senior leadership team, providing strategic leadership in attracting, developing, and retaining top talent to position the MetroWest YMCA as an employer of choice. This role oversees all aspects of human resources, including talent management, workforce planning, training and leadership development, compensation and benefits, employee relations, compliance, diversity and belonging initiatives, and HR systems. The CHRO ensures alignment of people strategies with organizational goals and models the YMCA's mission, values, and culture of belonging. This is an on-site position at the Association Resource Center located in Ashland, MA and requires travel to the Association's other locations in the MetroWest area.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

- Strategic Leadership – Partner with the President & CEO and senior leadership team on organizational planning, culture-building, and long-range workforce strategies.
- Talent Management & Development – Lead recruitment, onboarding, training, leadership development, and recognition programs to support career growth and staff retention.
- Culture, Belonging & Engagement – Champion inclusion, equity, and belonging efforts, fostering a workplace where all employees feel valued, respected, and engaged.
- Performance Management – Oversee performance review processes and support managers in coaching, feedback, and performance improvement.
- Compensation & Benefits – Manage job classification, salary structure, adjustments, and benefits administration. Monitor market competitiveness and recommend changes.
- Compliance & Risk Management – Ensure compliance with federal, state, and local employment laws and YMCA standards; advise leadership on policy and risk matters.
- HR Systems & Data Analytics – Maintain HR systems and records; leverage data to drive workforce insights and decision-making, data tracking for National Annual Report (Y USA).
- Workforce Planning – Ensure that the Y has the right people, with the right skills, in the right roles, at the right time.
- Employee Relations – Provide strategic and operational support by advising leaders on workplace issues, interpret and apply company policies and procedures, conduct and support workplace investigations, and respond to employee concerns.
- Board & Committee Engagement – Serve as staff liaison to the Human Resources Committee, building volunteer partnerships and supporting governance responsibilities.
- Administrative Oversight – Direct support staff in HR and corporate office functions, ensuring smooth administrative operations.
- Organizational Leadership – Serve as a resource to staff committees and leadership groups, modeling YMCA values and supporting mission advancement.

- Corporate Clerk – Serve as Clerk of the Corporation, maintaining accurate records and supporting Board functions. Provide direction to assigned staff in the performance of their duties, establishing work priorities for the Association office.

LEADERSHIP COMPETENCIES (Multi-Team or Branch Leader):

- Mission Advancement.
- Collaboration
- Operational Effectiveness
- Personal Growth

QUALIFICATIONS:

- Bachelor's degree in human resources, Business Administration, or related field (or equivalent professional experience)
- 7+ years of progressive HR leadership experience with increasing responsibility
- Demonstrated knowledge in employment law, compliance, compensation/benefits, employee relations, and talent management
- Strong communication, coaching, and conflict-resolution skills
- Ability to relate effectively to people from diverse backgrounds and build inclusive workplace culture
- Strong attention to detail and organizational skills

ABUSE RISK MANAGEMENT:

Employees who do not directly supervise youth will:

- Adhere to policies related to boundaries with youth.
- Attend required abuse risk management training.
- Report suspicious or inappropriate behaviors and policy violations.
- Follow mandated abuse reporting requirements.

Supervisors and administrators will:

- Follow employee and volunteer screening requirements and use screening instruments to screen for abuse risk.
- Provide employees and volunteers with on-going supervision and training related to abuse risk.
- Provide employees and volunteers with regular feedback regarding their boundaries with youth.
- Require employees and volunteers to adhere to policies and procedures related to abuse risk.
- Respond quickly to policy and procedure violations using the organization's progressive disciplinary procedures.
- Respond seriously and confidentially to reports of suspicious and inappropriate behaviors.
- Follow mandated reporting requirements.
- Communicate to all employees and volunteers the organization's commitment to protect their youth from abuse.
- Report essential abuse risk management information to the board of directors.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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 regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- Must be able to lift/pull/push up to 30 pounds
- Must be able to sit in a chair and stand on feet for long periods of time
- Must be able to travel between locations within the MetroWest area