



## Position Description

**Position Title:** Director of People Operations

**Location:** Lili'uonamoku – Honolulu, HI

**Reports to:** Chief Administrative Officer

### Position Summary

The Director of People Operations will lead and execute our strategic process to acquire and develop high performing talent, create an innovative, engaging and fulfilling teammate experience, and help drive our mission to e nā kamalei lupalupa (thriving hawaiian children). This position will be a catalyst for change, establishing and nurturing strong relationships built on trust, character and credibility. Leading with LT's values, this position will develop and empower a truly great People Operations team, as well as collaborate with all teammates and leaders to understand LT's strategic goals and build aligned talent strategies to support and enrich organizational culture, continuing to make LT a great place to work.

### Position Responsibilities

- As a core member of the leadership team, this position will play a central role in shaping the development of plans for organizational growth and transformation, particularly from the perspective of a people-centered organizational culture.
- Foster a workplace environment brimming with passion and enthusiasm. Displaying a “can-do” attitude in all business dealings and effectively motivating and empowering teammates to achieve stretch goals.
- Lead initiatives that drive results and accelerate achievement. Establish and execute long and short range team goals, objectives, policies and operating procedures.
- Implement best practices, leverage analytics to drive solutions for talent acquisition, retention, culture change, and other factors impacting teammate engagement.
- Catalyzes organizational performance through leadership – linking strategy to culture, building transformational change approaches and facilitating complex matters.
- Lead the development and oversight of leadership development, professional development and performance management programs that creates a culture of continuous learning and accountability.
- Collaborate with senior leadership on organizational development and change efforts, including implementation of new strategic directions and a learning agenda focused on diversity, equity and inclusion.
- Partner closely with communications team to ensure teammate communications are informative and strategic to support teammate engagement.
- Acts as a strategic advisor to all teammates and serves as an internal coach throughout LT.
- Oversees the total rewards programs, including all leave management, benefits and compensation programs.
- Partner closely with Finance to manage payroll, benefits and retirement plan administration.
- Identify potential areas of compliance vulnerabilities and risk; develops and implements plans for resolution of problematic issues, and provides guidance on future situations.

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**Other duties:**

- Contributes to the Trust's success by accepting new assignments, helping team members, learning new skills, and striving to improve team and organization results.

**Skills and Experience:**

Bachelor's degree in Human Resources, Organizational Development or related field required. Master's Degree preferred. Minimum of 10 years progressively responsible experience overseeing major Human Resource or Organizational Development functions in a complex environment. At least 5 years in a leadership position. PHR/SPHR and/or SHRM-CP/SCP Certification preferred. Working knowledge of Microsoft Office 365 application: Word, Excel and PowerPoint and experience with HR Systems.

The responsibilities of this position are broad as is the agenda for business transformation. Moving to a high performing, results driven organization, requires a leader who is effective, an influential change agent and a high impact, emotionally intelligent individual.

**Competencies:**

- **Systems Thinking:** Ability to view the organization strategically from a systems perspective and fashion solutions to meet the Trust's needs. Ability to orchestrate work and programs.
- **Influential Leadership:** Demonstrated experience working effectively with senior leadership to lead and handle operations, foster an innovative high performing, healthy culture and institute change.
- **Leadership:** Able to lead others and inspire to act. Must be a critical thinker, intellectually curious, detail-oriented, and unafraid to ask questions or give opinions.
- **Relationship Building and Emotional Intelligence:** Relatable, self-aware and empathetic with strong emotional intelligence and be seen as a trusted advisor.
- **Communications:** Excellent written and interpersonal skills, including the ability to tailor communications to different audiences and actively listen.
- **Culture Competence:** Ready to support and lead the Trust as it applies a diversity, equity and inclusion lens to all aspects of work.
- **Organizational Development:** Has a strong philosophy of innovation and a successful track record in change management. Influences to lead and support changing initiatives.