



## Job Description People and Culture Officer

**Classification:** Full-Time, Exempt

**Job Title:** People and Culture Officer

**Reports to:** President and CEO

**Supervisory Responsibilities:** HR contractor and additional administrative staff or contractors as needed.

**Travel Requirements:** Periodic travel for training or business purposes.

**Work Modality:** On-site, in person

### Job Purpose

This position focuses on organizational stewardship and sustainability, balancing people and culture priorities to ensure KLC's internal infrastructure supports its mission-driven work.

### Key Responsibilities

#### Organizational Leadership and Management

- Serve as a member of the Executive Council, collaborating on organizational vision, strategic priorities, and cross-functional alignment.
- Chair the management team and serve as the executive sponsor for the Employee Engagement committee.
- Monitor development and refinement of organizational systems that ensure sustainability, efficiency, and a culture of continuous improvement.

#### Culture and People Leadership

- Design and implement talent and culture strategies that attract, engage, develop, and retain diverse talent aligned with KLC's mission.
- Oversee inclusive hiring, onboarding, retention, and succession planning efforts, ensuring equitable and strategic workforce development.
- Ensure clear and updated job descriptions, compensation frameworks, and Individual Development Plans (IDPs) for all staff.
- Foster a workplace culture that prioritizes well-being, inclusion, leadership development, and staff engagement.
- Oversee HR operations, including benefits administration, payroll, policy development, and compliance, partnering with external HR consultants as needed.
- Lead staff development efforts including professional growth opportunities, performance evaluations, and leadership cultivation.



### **Strategic Planning and Performance Management**

- Coordinate development and execution of annual and quarterly goals using Objectives and Key Results (OKRs) and Key Performance Indicators (KPIs) ensuring alignment among individual and team performance with organizational objectives and ensure visibility of the strategic framework across all departments.
- Facilitate bi-annual performance reviews, supporting continuous staff development and succession planning.
- Maintain systems for monitoring and evaluation to drive organizational learning and improvement.

### **Policies, Compliance, and Risk Management**

- Develop and maintain administrative policies, procedures, and compliance systems that support an inclusive, high-performing work environment.

### **Internal Communications and Staff Engagement**

- Plan and facilitate bi-monthly all-staff meetings and regular team check-ins to ensure transparency, information flow, and staff connection.

### **Qualifications**

- Bachelor's degree in business administration, human resources, or a related field preferred.
- Five to seven years of progressively responsible leadership experience in operations, human resources, or organizational management.
- Proven experience leading organizational culture initiatives and strategic HR practices.
- Knowledge of compliance, legal requirements, and HR best practices in nonprofit or mission-driven organizations.
- Exceptional leadership, communication, and interpersonal skills.
- Commitment to principles of diversity, equity, inclusion, and belonging.

### **Physical Requirements**

- Prolonged periods sitting at a desk and working at a computer.
- Must be able to lift up to 15 pounds at times.

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