

## **The Arbor School Director, People Operations**

### Who We Are:

The Arbor School is the most comprehensive special needs education program in Houston for children with a wide range of developmental delays, 6 weeks through age 18. The Arbor strives to educate, empower, and build hope for children with significant special needs and their families. The Arbor fills a unique niche for families with children with special needs. Out of the many special needs schools in Houston, we remain one of the only ones that will never turn away a student because of their diagnosis or perceived limitations. Having no niche is our niche! As a result, most of our students have very little in the way of alternative options for their developmental and educational needs, and The Arbor is proud to offer them and their families a place to learn and grow.

### Position Summary:

The Director of People Operations is a senior leader at The Arbor School and a member of The Arbor School's Administrative Team. The Director of People Operations is responsible for the leadership of the people experience at The Arbor for employees and volunteers and reports to the Executive Director. This position has the overall responsibility for the strategy development and implementation of all policies, programs and practices which enhance the ability to attract, develop and retain excellent talent.

This role requires daily interactions with staff, stakeholders and others in order to maintain momentum and mission fulfillment. This role is critical to The Arbor School's commitment to putting our entire Arbor family first. The People Operations Director must be customer service oriented and advocate the organizational culture established under the Executive Director's leadership. This role reports directly to the Executive Director.

### The Ideal Candidate:

You love people! And better yet, you really enjoy taking care of the people you love! You believe in miracles and the power of persistence and dedication. The Arbor's team is built on collaboration, trust, and really hard work. Juggling responsibilities doesn't exhaust you; it invigorates you and keeps you interested. You are excited to work with a group of people who love to dream and think big picture while still taking time to make sure the details get taken care of and get taken care of well. You have compassion and a heart for children with special needs and their families, and a great admiration for people who dedicate their careers to meeting the individual needs of children with special needs on a daily basis.

### Essential Duties & Responsibilities:

Develop the annual performance management process for managers to implement their team goals. Oversee the entire life cycle of the performance management process including user training, maintenance of system of record and review process.

Solicit feedback from employees and invest in making The Arbor School the best place to work, serving as a champion for company culture and the core values that speak to The Arbor's mission and vision across the organization. Ensure that our culture thrives during operational growth.

Ensure organizational compliance with federal and local employment law. Ensure compliance with government entities overseeing childcare centers regarding employment and all other regulatory compliance matters.

Research, develop, and implement org-wide policies and procedures for internal human resources programs, employment policy and training.

Manage the full cycle recruitment and selection process including job posting, sourcing, interviewing, pre-

employment screening, selection and hiring.

Direct all aspects of new hire orientation and onboarding program including new hire training, employment documentation and compliance, and all related database entry and employee file keeping.

Collaborate with Executive Director and Director of Education on all aspects of employee training and professional development. Ensure The Arbor School is meeting and exceeding requirements for training and education of its staff per governing authorities.

Manage employee compensation management systems, ensure accurate job descriptions, performs competitive market wage analysis, and makes recommendations to keep The Arbor School as a leader in employee compensation.

Lead handling and resolution of all employee relations complaints and issues in accordance with employment law, policy to ensure positive working environment.

Manage employee engagement, recognition and satisfaction efforts, progressive discipline counseling, employee separation process and off-boarding program.

Develop and modify on an ongoing basis the policies, procedures, and other guidance documents, including incorporating best practices, and addressing changes in employment law regulations and industry practices.

Ensure The Arbor School's classroom staffing ratio is kept within our operational standards and makes staff adjustments, as necessary.

Manages daily staff schedules, including the extended care program, and serves as lead point person for PTO requests, unplanned absences or call-offs.

Leads design and implementation of policies and procedures associated with the use of facilities for outside therapists.

Administers payroll system, delivering timely and accurate bi-weekly payroll.

Develop strategy and systems for The Arbor School's mission through volunteerism with the goal of achieving an active and dynamic volunteer experience for all. Continually evaluates program needs with leaders to keep volunteer opportunities meaningful and purposeful to mission. Establish annual program goals and objectives for the volunteer department.

Requirements:

Bachelor's degree is required.

7+ years professional experience, with a focus on HR, Culture or People initiatives.

Experience developing talent and workforce strategies and policies.

Exceptional interpersonal and communication skills.

Preference for applicants with a background working with a non-profit and/or school.

If you would like to apply for any of the above positions, please send your résumé and cover letter outlining your interests and abilities to:

The Arbor School  
Attn: JuliAnna Jelinek, Executive Director  
1919 Knoll Street  
Houston, Texas 77080