SVP/Chief People and Culture Officer (SVP/CPCO)
Job Description

Department: Center Services Human Resources
FLSA/Job Point: Exempt/1566
Revised Date: October 2026
Supervisor: President/CEO

General Function:

Under the direction of the President/Chief Executive Officer and in harmony with the YMCA's mission, policies, and goals, the SVP/Chief People and Culture Officer (SVP/CPCO) serves as the Association's senior people and culture executive and strategic advisor to the CEO, Senior Leadership Team, and Board of Directors. The CPCO aligns people strategy, organizational culture, talent development, and succession planning with the YMCA's strategic priorities and long-term objectives.

The CPCO sets vision, policy, and priorities and provides executive oversight for Human Resources and Leadership Development, including culture, talent acquisition, workforce planning, the staff experience, and leadership development. Day-to-day execution is led by the Director of Human Resources and the Executive Director of Leadership Development. The CPCO also leads the Association's Opportunities for All efforts.

The CPCO partners with the Association Board of Directors and Senior Leadership Team on personnel policy; advises the Board Executive Compensation Committee on Intermediate Sanctions compliance; works with legal counsel as needed; and serves on Board Committees as assigned.

Qualifications:
1. Bachelor's degree in business, Human Resources, or a related field required.
2. Professional HR certification (PHR/SPHR or SHRM-CP/SHRM-SCP) required.
3. Y-USA Organizational Leader Certification, or equivalent, required within two years; work toward certification must begin within six months.
4. Eight to ten years of senior executive HR leadership experience with enterprise-wide scope, including workforce planning, executive compensation, and governance.
5. Demonstrated ability to operate effectively with boards and C-suite leaders; excellent organizational, interpersonal, written, verbal, and project management skills.
6. CPR/First Aid/AED/O2/CAP certification required within 60 days of hire; required training includes NSO, Bloodborne Pathogens, Child Abuse Prevention, and Sexual Harassment.
7. Satisfactory criminal background and Child Protective Services checks.

Essential Functions:

Strategic Executive Leadership

- Serve on the Senior Leadership Team and advise the CEO, executive leadership, and Board on people, culture, workforce strategy, organizational design, leadership effectiveness, succession, and change management.
- Lead enterprise-wide people and culture strategy aligned with the YMCA's mission, values, strategic priorities, and long-term objectives, using workforce data and organizational insights to guide decisions.
- Provide governance oversight for personnel policy, executive compensation, succession, compliance, workforce risk, and ethical employment practices.

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Culture Leadership

- Champion the YMCA's mission, values, and People First culture across the Association.
- Foster servant leadership, accountability, collaboration, inclusion, member focus, staff trust, and ethical leadership.
- Lead engagement, recognition, and culture-building strategies that strengthen connection and retention.

Talent Acquisition & Workforce Planning

- Lead Association-wide talent acquisition and retention strategies for high-performing, mission-driven staff.
- Align staffing structures, talent, and resources with strategic and operational priorities through effective workforce planning.
- Oversee executive recruitment, onboarding, development, performance, and succession planning with the CEO and Board, and strengthen the leadership pipeline for key roles.

Employee Experience

- Provide strategic leadership for the full staff lifecycle, from recruitment and onboarding through development, recognition, retention, and transition.
- Strengthen the staff experience through consistent systems, practices, and communication that help staff feel valued, supported, and connected to the mission.
- Monitor engagement and workforce trends and lead strategies that promote retention, well-being, inclusion, and organizational effectiveness.

Leadership Development

- Set Association-wide vision, standards, competencies, priorities, and accountability expectations for leadership development and performance management.
- Oversee training, coaching, mentoring, and professional development that build leadership capability at all levels.
- Prepare current and emerging leaders for expanded responsibility and future organizational needs.

Human Resources Strategy

- Provide executive leadership for compensation and benefits, payroll, employee relations, performance management, policy, compliance, risk management, HR systems, and workforce analytics.
- Direct and evaluate the Director of Human Resources and the Executive Director of Leadership Development while delegating day-to-day execution.
- Approve major HR policies and initiatives and ensure people systems are effective, compliant, scalable, and aligned with Association strategy.

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YMCA COMPETENCIES (Organizational Leader):
Engaging Community, Communication & Influence, Inclusion, Relationships/Collaboration, Emotional Maturity, Critical Thinking & Decision Making, Fiscal Management

Supervisory Responsibilities:

1. Provide executive leadership and oversight for the Association's Human Resources and Leadership Development functions, including direct supervision of the Director of Human Resources and the Executive Director of Leadership Development.
2. Carry out supervisory responsibilities in accordance with YMCA policies and applicable laws, including hiring, training, work direction, performance appraisal, recognition, discipline, complaint resolution, and problem-solving.

Skills and Ability Requirements:
Language/Math:

- Read, analyze, and interpret policies, financial reports, and related documents; apply budgeting and bookkeeping concepts.
- Respond effectively to inquiries or complaints from staff, regulatory agencies, and the business community and present information to senior management, public groups, and the Board of Directors.

Reasoning Ability:

- Define complex problems, collect and analyze data, establish facts, and draw sound conclusions.
- Understand Association business administration within its local structure and the broader YMCA system and national context.
- Demonstrate proficiency in technology, database management, budgeting, recordkeeping, program development, training, and staff engagement.
- Understand public, staff-volunteer, and intra-staff relationships; delegate day-to-day responsibilities appropriately; and guide decisions in alignment with Association operating objectives.

Physical Requirements:
While performing this job, the staff member regularly sits, uses hands to handle objects or controls, and talks and hears; frequently reaches with hands or arms; and occasionally stands, walks, climbs, balances, stoops, kneels, crouches, or crawls. The staff member must occasionally lift or move up to 20 pounds. Required vision includes close, distance, color, peripheral, and depth perception and the ability to adjust focus.

Effect on End Result:
Success is reflected in a strong, values-based culture; an engaged and retained workforce; effective talent acquisition and workforce planning; a consistent staff experience; strong leadership and succession pipelines; and strategic, compliant people systems that support organizational performance and financial sustainability.

This job description is not intended to be all-inclusive. The staff member may be asked by the supervisor to perform other reasonably related duties. Job descriptions are reviewed periodically and may be revised as necessary. This job description is not a written or implied contract.