



TOM O'CONNOR

CONSULTING GROUP

Jacob's Pillow
Associate Director of Human Resources

Position Profile

November 2022

Associate Director of Human Resources

Position Profile



About the Opportunity

The Associate Director of Human Resources is a trusted thought partner to Executive Leadership and reports to the Director of Strategic Initiatives, People, and Culture as a crucial member of Jacob's Pillow's team, the Associate Director of Human Resources will be joining the organization as it concludes its successful 90th Anniversary Season which marked its return to a full program of in-person performances and events.

With this return to robust live programming, Jacob's Pillow seeks a dynamic and seasoned HR professional with a sophisticated, people and culture oriented knowledge of current best practices. This leader should be fluent in translating human-centered values into policy and action, with a deep background in recruitment strategy and practice. Additional strengths include being highly skilled at counseling and resolving employee workplace issues, a strong understanding of employment law, and a depth of experience overseeing HR systems and operations. As Jacob's Pillow is staffed by a full time and seasonal team working alongside interns, the Associate Director of Human Resources should bring experience working in a complex, multi-dimensional workplace, an authentic passion for mentoring and supervising emerging professionals as well as a keen ability to oversee employee relations for a staff that represents a wide spectrum of experience, work styles, and settings, i.e., from administrative to production spaces and from in-person to remote workers. The Associate Director of Human Resources must also bring an awareness and sensitivity to issues of Inclusion, Diversity, Equity and Access (IDEA) and a desire to work on behalf of systems change in the overall arts ecology in our country. This is an ideal opportunity for a seasoned human resources generalist who is drawn to developing a comprehensive approach to people and culture to co-create a thriving and productive work environment for all, and is savvy in using tools for recruitment.

About Jacob's Pillow

Jacob's Pillow, a National Historic Landmark and recipient of the National Medal of Arts, is a year-round center for dance and home to America's longest-running international dance festival located in the beautiful Berkshires of Western Massachusetts. The Pillow encompasses the world-renowned international Jacob's Pillow Dance Festival, presenting more than 50 dance companies and over 350 events each summer; The School at Jacob's

Pillow, one of the most prestigious professional dance training centers in the U.S.; the Pillow Lab, a residency program that supports new choreography; growing Community Engagement programs that serve local school children, artists, and community members alike; rare and extensive dance Archives, open to the public, which chronicle more than a century of dance through photographs, videos of performances and talks with artists, costumes, and scholarly essays; a Fellows Program, and an Internship Program that provide professional advancement and training opportunities.

Jacob's Pillow is committed to providing an inclusive, diverse, accessible, and equitable environment that cultivates the celebration of the art of dance and its positive impact on communities. Jacob's Pillow's mission is to support dance creation, presentation, education, and preservation; and to engage and deepen public appreciation and support for dance. Organization-wide values include inclusion, leadership, integrity, flexibility, partnership, and sustainability. Learn more about Jacob's Pillow, its mission statement, and its values [here](#).

To read a full history, visit [The Jacob's Pillow Story](#) on their website.

About the Berkshires

The Berkshires, located in Western Massachusetts and equidistant from Boston and New York City, is a thriving cultural, and primarily rural region filled with historic landmarks, museums, and performing arts venues; and a mix of year-round and seasonal residents. Learn more about all of the Berkshires' attractions available within a one-hour drive of Jacob's Pillow [here](#).

The Associate Director of Human Resources may be based either in the Berkshires or in another location (preferably accessible by car). During the summer festival season (mid-June through late August) when the organization is fully staffed with seasonal staff and interns working at its fastest pace and with highest volume of activity, it is essential that this role maintain a consistent on-site presence. In the off season, a hybrid work schedule is possible.

Job Description

STATUS: Full-time, Year-round, Exempt
REPORTS TO: Director of Strategic Initiatives, People, and Culture
SUPERVISES: HRIS Manager, Administrative Fellow/Internship Program Coordinator

The Associate Director of Human Resources works closely with the management team and staff on recruitment, training, and retention grounded in the organization's values as well as its longstanding commitment to Inclusion, Diversity, Equity, and Access (IDEA). Responsible for turning Jacob's Pillow's people-first culture into visible and impactful policies, this role manages all actions relating to every phase of human resources activity including on-boarding and orientation, training, workplace satisfaction, and professional development. The Associate Director of Human Resources strives to maintain a productive, diverse, high performing, goal-oriented, and supportive work culture for all employees. Work seasons at Jacob's Pillow are varied. Annual preparation for the festival includes the recruitment of 30 interns and 60 seasonal staff members. The festival period itself is an extremely creative, exciting, fast-paced and time-sensitive environment.

Responsibilities:

Talent Acquisition, Onboarding, Training, Retention

- Works with the Director of Strategic Initiatives, People, and Culture alongside hiring managers to ensure all job descriptions and salaries are consistent, equitable, and in-line with strategic goals of organization.
- Collaborates with supervisors to write and submit all recruitment advertisements and outreach strategy in support of the organization's IDEA commitments. Assists with maintaining and developing strategic partnerships with institutions to support recruitment.
- Ensures non-profit compliance in all hiring practices.
- Coordinates the interview process, tours, and answers questions for prospective employees.
- Oversees hiring paperwork completion and issues letters of agreement.
- Aids new hires with relocation, coordinates logistics for new hires such as keys, technology, on-campus housing.
- With the Director of Strategic Initiatives, People, and Culture, plans and conducts new employee orientation and onboarding to foster a positive attitude toward the organization's mission, goals, and values
- Assists with the summer intern program, as well as regular orientation and training for all staff
- Assists with building professional development opportunities in tandem with retention strategies. Makes suggestions and implements employee retention programs.
- Supports and trains, as necessary, supervisors on review and evaluation processes to ensure effectiveness, compliance, and equity within the organization
- Conducts exit interviews and stay interviews

- Develops and coordinates management training, rooted in the Pillow's values and active commitment to IDEA, in interviewing, hiring, terminations, promotions, performance review, safety, and harassment

Inclusion, Diversity, Equity, and Access (IDEA)

- Serves as a member of the staff IDEA Steering Committee
- Collaborates with the Director of Strategic Initiatives, People, and Culture to co-construct and implement recruitment strategies, training, and policies that advance the organization's commitment to IDEA

Employee Relations

- Counsels staff on issues and concerns; mediating and suggesting solutions to employee disputes, taking a proactive approach to understanding employee experiences to mitigate dissatisfaction or conflict in a timely manner.
- Works with the Director of Strategic Initiatives, People, and Culture to ensure positive employee relations through a comprehensive strategy and approach to maintaining a healthy workplace culture.
- Creates and enforces a fair workplace for all.
- With support from the HR manager, administers all benefits programs such as health and life insurance, retirement, disability, flexible spending plan, EAP, vacation, etc.
- Generating official internal documents such as salary slips, warning letters, promotion letters, etc.

Policy and Compliance

- Maintains personal policy handbook for the employees in accordance with federal and state laws.
- Conducts periodic reviews of employee evaluation process for organizational consistency, effectiveness, and clarity.
- Oversees accurate and complete maintenance of all personnel records according to federal and state guidelines.
- Develops and produces statistical and analytical reports required by governmental agencies, and for organizational planning
- Provides accurate and approved data to the finance department, for authorizing the approved payroll and maintains accurate compensation data, required recordkeeping, changes in employee status, etc.

Required Qualifications

- Bachelor's degree with HR program certificate; or five to seven years related experience and/or training; or equivalent combination of education and experience
- Experience managing and collaborating with a wide range of people at extremely diverse career stages covering an equally diverse range of positions, skill sets, and workplace environments, including hybrid settings
- Training in and demonstrated experience with realizing principles of IDEA on both the individual and institutional level
- Familiarity with human resources information systems, job application programs, employment law and regulations

- Minimum 3 - 5 years of experience in training, benefits administration, payroll, and career counseling and/or mentorship programs
- Demonstrated leadership accomplishments
- Excellent management, planning, and communication skills
- Demonstrated experience developing job descriptions and HR policy

Preferred Qualifications

- A passion for the arts and knowledge of dance
- Experience in a nonprofit and/or performing arts organization
- Knowledge of successful hybrid work systems, policies, and practices
- Skilled in the design and facilitation of IDEA-based training with a wide range of participants, from interns to trustees
- Advanced degree in a related field

Not sure you meet 100% of the qualifications? Research shows that men apply for jobs when they fulfill an average of 60% of the criteria. Yet people who are systematically marginalized tend only to apply if they meet every requirement. **If you believe that you could excel in this role, we encourage you to apply.**

We are dedicated to considering a broad array of candidates, including those with diverse workplace experiences and backgrounds. So, whether you're returning to work after a gap in employment, simply looking to transition, or taking the next step in your career path, we will be glad to have you on our radar.

Please use your cover letter to tell us about what you hope to bring to this role.

Compensation

Salary range is \$60,000 - \$75,000 and commensurate with experience. Jacob's Pillow also offers generous benefits including health, dental, life insurance, 403b retirement plan, and EAP.

Application Instructions

The search for the Associate Director of Human Resources is being conducted on behalf of Jacob's Pillow by Tom O'Connor Consulting Group, a New York-based executive search and consulting firm specializing in the arts and culture industries. The search is being led by Dr. Edie Demas, VP of Organizational Strategy.

To apply, visit the [**online application**](#) and submit your materials. Your cover letter should include relevant experience, including any direct experience you've had with similar roles and institutions. No phone calls, please.

Jacob's Pillow is a registered 501(c)(3) not for profit organization that provides equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This policy also prohibits employees from harassing any other employee for any reason including, but not limited to, race, religion, sex, national origin, age, or disabled status.