

***Cannabis Control Commission***  
***Job Description***

**Department: Human Resources**

**Reports To:** Executive Director

**Job Title: Chief People Officer**

**FLSA Status:** Exempt

**I. PURPOSE OF THE JOB**

The primary purpose of the job is to create and oversee a professional human resource operation and positive work culture at the Commission. The Chief People Officer directs and oversees the full scope of human resources, including recruitment, retention, classification, compensation, benefits administration, workers' compensation and employee engagement, and is responsible for planning, designing, developing and evaluating human resource-related initiatives that support organizational strategic goals and operating priorities.

**II. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Establish comprehensive and inclusive plan to recruit, interview and hire employees
- Promote a productive work environment and establish policies and procedures that encourage open discussion
- Provide effective oversight, strategic planning, direction and coordination of the full scope of human resources for the Commission
- Originate and lead human resources practices and objectives that will provide an employee-oriented, high-performance culture emphasizing empowerment, quality, productivity and standards, goal attainment, and the recruitment and ongoing development of a superior workforce
- Design and implement training program, including ongoing training on Commission policies
- Ensure Commission handbook is complete, accessible, and frequently updated
- Participate in the development of the agency's plans and programs as a strategic partner from the perspective of the impact on people, translating the strategic and tactical business plans into strategic and operational HR plans
- Evaluate and advise on the impact of long-range planning of new programs/strategies and regulatory action as those items impact the attraction, motivation, development and retention of human capital
- Develop organizational strategies by identifying and researching human resources issues; contributing information, analysis, and recommendations to strategic thinking and direction; establishing human resources objectives in line with objectives
- Create and execute strategic plan for equity, diversity and inclusion
- Provide consultation to the Executive Director on strategic workforce plans, talent management, organizational development, wage and salary administration, benefits, professional development, budget, and employee relations
- Identify appropriate, effective, and varied external sources for candidates for all levels within the agency
- Implement comprehensive compensation and benefit plans that are competitive and cost effective for the agency
- Oversee employee programs promoting a workplace culture that enables employees to perform in accordance with the department's mission, goals and objectives

- Plan and conduct performance reviews involving feedback from all levels
- Enhance and/or develop, implement and enforce human resources policies and procedures that will improve the overall operation and effectiveness of the agency
- Provide advice, guidance and support in the design and establishment of organizational structures and staffing to achieve operational efficiencies through better use of resources
- Advise administrators, managers and supervisors in the application of sound human resources and human relations principles, including matters of supervision, teamwork, discipline, and performance management
- Provide guidance to employees and managers in office policies, rules, regulations and procedures to ensure the fair and uniform treatment of all employees
- Act as a liaison between employees and managers in personnel related areas
- Respond to urgent employee relations issues
- Consult with legal counsel, as appropriate, on personnel matters
- Develop complaint procedure and serve as an investigator of workplace incidents when appropriate
- Ensure Commission culture encourages people to feel comfortable speaking up
- Evaluate human resources structure and team plan for continual improvement of the efficiency and effectiveness of the group as well as providing individuals with professional and personal growth with emphasis on opportunities for individuals
- Oversee the administration of the Commission's payroll, employee benefits, leave and integrated disability management programs
- Oversight of employee time records and compensation/benefit information
- Create and maintain employee files following established legal and policy guidelines.

### **III. OTHER DUTIES AND RESPONSIBILITIES**

- Mediate internal disputes;
- Provide Employee Assistance Program;
- Maintain strong relationships with department managers to help them meet and exceed needs of the departments;
- Specific projects as directed by the Executive Director and the Commission.

### **IV. SUPERVISORY RESPONSIBILITIES**

- Direct daily supervision of personnel may be required.

### **V. KNOWLEDGE AND SKILLS**

- General knowledge of various employment laws and practices, and applicable rules and guidelines covering the Commonwealth of Massachusetts paid leave & benefits, as well as other Commonwealth rules and guidelines;
- Broad knowledge of strategic business management, workforce planning, organizational planning & development, employee and labor relations, professional development, risk management, workers compensation;
- Knowledge of job classification and compensation methods;
- Knowledge of technology and human resource information systems (HR/CMS) to support human resource activities;
- Strong coaching, interpersonal, organizational and writing skills;
- Demonstrated ability to lead and develop human resources staff members;
- Demonstrated ability to serve as a successful participant on the executive management team that provides company leadership and direction;

- Demonstrated ability to interact effectively with senior staff and department heads;
- Evidence of the practice of a high level of confidentiality.

**VI. EDUCATION AND EXPERIENCE**

Bachelor's degree in Human Resources or related discipline plus seven to ten years of full-time, or equivalent part-time professional experience in human resources, of which two years must be in a supervisory or management capacity. Graduate degree in Human Resources or related discipline can be substituted for two years of the above experience. Advanced degree preferred.