



Title: Director of People Operations

Department: Administrative Team

Reports To: Executive Director

Summary of Position:

The Director of People Operations is a senior leader at The Arbor School and a member of the Administrative Team. Reporting directly to the Executive Director, this position leads all aspects of the employee and volunteer experience, including talent acquisition, employee relations, performance management, culture, compliance, compensation, payroll, and workforce planning.

As the leader of a department of one, the Director of People Operations serves as the sole owner of the people function, balancing strategic leadership with hands-on execution. This role partners closely with school leadership to attract, develop, engage, and retain exceptional talent while supporting the operational needs of a growing school community.

At The Arbor School, we believe that exceptional support for employees leads to exceptional outcomes for students and families. The Director of People Operations plays a critical role in fostering a workplace where team members feel valued, supported, and empowered to do their best work.

The Ideal Candidate:

You are a relational, service-oriented leader who genuinely enjoys helping others succeed. You thrive in collaborative environments, bring sound judgment and accountability to your work, and are energized by balancing strategic thinking with operational execution.

You are a self-starter who enjoys building systems and processes while remaining closely connected to the people you serve. In a growing, mission-driven organization, you are equally comfortable setting the vision and doing the work.

Most importantly, you have a deep appreciation for children with special needs and their families, and you are inspired by the educators and professionals who support them each day.

Key Responsibilities:

Talent Acquisition & Onboarding

- Lead the full-cycle recruitment and hiring process, including sourcing, interviewing, candidate selection, pre-employment screening, and onboarding.
- Develop and maintain recruitment strategies that position The Arbor School as an employer of choice.

- Oversee all aspects of new hire orientation, onboarding, employment documentation, compliance requirements, and personnel records management.

Employee Experience & Culture

- Champion The Arbor School's culture, mission, vision, and core values across the organization.
- Gather employee feedback and implement initiatives that enhance engagement, satisfaction, and retention.
- Lead employee recognition, appreciation, and wellness initiatives that support a positive workplace environment.
- Partner with leaders to foster a culture of accountability, collaboration, and continuous improvement.

Performance Management & Professional Development

- Develop and oversee the organization's performance management process, including goal setting, evaluation cycles, manager training, and system administration.
- Collaborate with school leadership to design and implement employee training and professional development initiatives.
- Ensure The Arbor School meets all required staff training, credentialing, and professional development standards established by applicable governing and accrediting bodies.

Employee Relations & Compliance

- Serve as the primary resource for employee relations matters, providing guidance, coaching, conflict resolution, and support.
- Lead investigations and resolution of employee concerns and workplace issues in accordance with organizational policies and employment laws.
- Ensure compliance with all applicable federal, state, and local employment regulations, licensing requirements, and organizational policies.
- Develop, update, and maintain employee policies, procedures, and handbook materials to reflect best practices and regulatory changes.

Compensation, Payroll & Workforce Planning

- Administer compensation programs, maintain accurate job descriptions, and conduct market analyses to ensure competitive pay practices.
- Manage payroll administration and ensure timely, accurate bi-weekly payroll processing.
- Partner with leadership to develop workforce planning strategies that support organizational growth and operational excellence.
- Partner with school leadership to monitor staffing capacity and ensure The Arbor School consistently delivers on its commitments to students and families.

Volunteer Program Leadership

- Develop and oversee The Arbor School's volunteer engagement strategy.
- Create meaningful volunteer opportunities that align with organizational needs and mission objectives.
- Establish annual goals and performance metrics for volunteer programs.

- Partner with department leaders to assess volunteer needs and ensure a positive volunteer experience.

Leadership & Strategic Partnership

- Serve as a member of the Administrative Team, contributing to organizational strategy and decision-making.
- Advise leadership on workforce trends, organizational effectiveness, culture initiatives, and talent management strategies.
- Support organizational growth by aligning people strategies with The Arbor School's mission and long-term goals.

Minimum Requirements:

Education

Bachelor's degree required; Human Resources, Business Administration, Organizational Leadership, or a related field preferred.

SHRM-CP, SHRM-SCP, PHR, SPHR, or similar professional certification preferred.

Experience

- 7–10 years of progressive experience in human resources, people operations, talent management, organizational development, or related fields.
- Demonstrated experience developing and implementing workforce strategies, policies, and programs that support organizational growth, employee engagement, and organizational effectiveness.
- Experience serving as a strategic advisor to organizational leadership while simultaneously managing day-to-day people operations.
- Proven success in recruitment, employee relations, performance management, compliance, compensation administration, and organizational culture initiatives.
- Experience working independently with a high degree of autonomy, sound judgment, and accountability.
- Demonstrated ability to build systems, processes, and infrastructure in a growing organization preferred.
- Experience in a nonprofit, educational, healthcare, social services, or other mission-driven organization strongly preferred.
- Experience supporting professional staff, educators, clinicians, or similarly credentialed workforces preferred.

Skills & Competencies

- Exceptional interpersonal, communication, and relationship-building skills.
- Strong organizational and project management abilities with exceptional attention to detail.
- Demonstrated ability to maintain confidentiality and exercise sound judgment.
- Knowledge of federal, state, and local employment laws and HR best practices.
- Ability to balance strategic leadership with hands-on execution.
- Proficiency with HRIS, payroll, and performance management systems.
- Commitment to The Arbor School's mission and values.