

HR Director

The Kalamazoo Promise

Summary

The Director of Human Resources is a newly elevated leadership role at The Kalamazoo Promise, created to reflect the organization's growth and its commitment to people-centered excellence. This is a strategic and operational HR leadership position for a seasoned professional who can both build systems and show up as a trusted partner to staff and leadership alike.

The Director of Human Resources serves as the organization's sole HR leader, responsible for elevating the employee experience, professionalizing HR infrastructure, and helping the Promise navigate an important period of organizational maturation. This role is ideal for someone who understands that HR in a mission-driven organization is not transactional — it is relational, developmental, and essential to the work the Promise does in the community.

As a member of the Leadership Team, the Director of Human Resources partners closely with the CEO and Chief Strategy Officer to implement the organization's strategic roadmap, build a culture of continuous improvement, and support a multigenerational team of highly engaged and passionate professionals. The role requires exceptional discretion, emotional intelligence, and the ability to move with both precision and flexibility in a fast-moving, high-trust environment.

Essential Duties + Responsibilities

Strategic HR Leadership

- Serve as a strategic thought partner to the CEO and Leadership Team on all matters related to people, culture, and organizational development
- Translate the organization's strategic plan into HR priorities, programs, and operational plans that support team and individual goal achievement
- Lead organizational development efforts including succession planning, capacity building, and workforce strategy
- Provide expert counsel to the Leadership Team, team leads, and staff on HR practices, policy, and employment law
- Champion a people-development culture by coaching team leads, including first-time managers, on performance conversations, feedback delivery, and staff support

Benefits Oversight and Administration

- Manage all aspects of benefits administration, including annual open enrollment, employee communications, and vendor relationships
- Serve as the primary liaison with benefits vendors including Blue Cross Blue Shield, BASIC (HRA), and 403(b) provider (Greenleaf Trust)
- Maintain and track employee benefit programs including HRA reimbursements, tuition reimbursement, and the Employee Wellness Program
- Ensure accuracy of premium notices, invoices, and enrollment records; manage COBRA administration

Recruitment and Onboarding

- Partner with executive leadership and team leads to understand and execute talent strategy aligned with current and future organizational needs
- Manage the full recruitment lifecycle including job posting, candidate screening, interviews, reference checks, offers, and background checks
- Design and deliver a welcoming, structured onboarding experience that reflects the Promise's culture and sets new staff up for success
- Manage candidate release and off-boarding processes with professionalism and care

Performance Management and Development

- Lead the annual performance review process in coordination with the strategic roadmap cycle, including individual and team goal alignment
- Support team leads in performance improvement plan (PIP) conversations and documentation
- Design and implement training materials and professional development programs that build capacity across the team
- Recommend, develop, and deliver learning and development initiatives that support both technical and interpersonal growth
- Assist the Staff Engagement, Health and Wellness, and Training and Development Committees with internal programming

Compensation and Equity

- Build and implement a fair and equitable compensation philosophy, including market-informed pay bands and an advancement framework
- Lead compensation conversations in partnership with the CEO, ensuring alignment with organizational values and budget

- Conduct and maintain benchmarking to ensure compensation remains competitive and mission-aligned

Employee Relations

- Serve as a trusted, approachable resource for all staff on HR matters, navigating sensitive situations with discretion and empathy
- Investigate and resolve employee relations matters including accommodations, allegations of wrongdoing, and terminations
- Coordinate and analyze stay surveys, demographic surveys, pulse surveys, and exit interviews; develop and communicate action plans
- Build and execute strategies that promote a culture of belonging, psychological safety, and accountability
- Develop and maintain a team member recognition program and benchmarking strategies for employee engagement

Compliance

- Maintain compliance with federal, state, and local employment laws and regulations
- Update and maintain the Employee Handbook, HR policies, and other compliance documentation
- Stay current on trends, best practices, and regulatory changes in human resources, talent management, and employment law
- Maintain employee personnel and benefit records; prepare required reports for internal stakeholders, vendors, and regulatory bodies

HR Systems and Technology

- Serve as the primary administrator for BambooHR (HRIS) and other HR-related software including Jotform and BASIC
- Identify process improvements and technology solutions to streamline HR operations and improve the employee experience
- Facilitate bi-weekly Promise intern timesheet processing in coordination with external providers

Diversity, Equity, Inclusion, and Anti-Racism

- Design, implement, and govern anti-racist, diversity, equity, and inclusion strategies in collaboration with the Leadership Team
- Apply an equitable and anti-racist lens to all HR functions, policies, and practices

- Track DEI-related metrics and develop action steps to improve results in consultation with the Leadership Team
- Model and promote a culture where all staff feel supported, valued, and safe to bring their full selves to work
- Engage actively and with humility in conversations related to power, privilege, racism, and identity in the workplace

Supervisory Responsibilities

- This position will supervise one direct report

Other Duties

- Represent The Kalamazoo Promise at HR conferences, seminars, and professional learning events
- Complete projects and initiatives in coordination with the Leadership Team as organizational needs evolve
- Duties, responsibilities, and activities may change at any time with or without notice

Qualifications, Characteristics + Requirements

- A bachelor's degree in human resources, business administration, or a related field, or an equivalent combination of training and relevant work experience
- Five+ years of progressive human resources experience, including a minimum of three to five years in an HR leadership role
- A minimum of two years of direct supervisory experience, with demonstrated ability to coach and develop staff and support managers who are new to leading people
- Demonstrated experience professionalizing HR infrastructure in a growing or scaling organization
- Strong knowledge of employment law and HR compliance at the federal, state, and local levels
- Proficiency with HRIS systems (BambooHR preferred) and Microsoft 365 applications
- Exceptional emotional intelligence, discretion, and interpersonal skills; ability to hold sensitive and complex conversations with clarity, kindness, and confidence
- Experience supporting first-time managers and building management capacity across a team

- Demonstrated ability to work effectively with people from all cultural backgrounds
- Strong project management skills with the ability to hold multiple priorities simultaneously while maintaining attention to detail

Preferred

- Experience in a nonprofit, education, or mission-driven organizational context
- HR certification: SHRM-CP, SHRM-SCP, PHR, or SPHR
- Experience with compensation philosophy development and pay equity analysis
- Familiarity with 403(b) plans and nonprofit benefits administration

Work Environment and Schedule

- This is a primarily in-office role based in Kalamazoo, Michigan
- Standard office environment with frequent deadline pressures, simultaneous task management, and occasional on-call availability for emergencies
- Community-facing engagement may require some evening or weekend participation
- Occasional travel to HR conferences, seminars, and professional development events

Commitment to Diversity, Equity, and Inclusion

The Kalamazoo Promise is committed to cultivating a culture of diversity, equity, and inclusion. We grow and learn better together with a diverse team. The individual differences, life experiences, knowledge, self-expression, and talent that our team brings to their work represents not only our culture, but our deeper commitment to the Promise community. In hiring, we welcome the unique contributions you can bring, including but not limited to: education, culture, ethnicity, race, sex, gender identity and expression, marital and family status, nation of origin, age, languages spoken, veteran status, religion, disability, sexual orientation, and beliefs.

About The Kalamazoo Promise

The Kalamazoo Promise is a nationally recognized scholarship program enabling eligible students to receive up to 100% of tuition and mandatory fees at any in-state public community college or university. Since its founding, the Promise has awarded more than 7,000 scholarships to graduates of the Kalamazoo Public School system. The organization's vision is to assist scholars

in forging their own unique educational and career paths, transforming the Kalamazoo community and advancing more equitable educational and economic outcomes for all.

Over the past eight years, The Kalamazoo Promise has grown significantly, expanding its team, deepening its impact, and building the internal capacity to match its ambitions. Today, the organization operates with a close-knit team of 30 staff and a strong commitment to professionalism, belonging, and mission-aligned culture.

Salary Information

Starting range for this position is \$100,000-\$110,000.

To Apply

If this sounds like an excellent fit for you, please send your resume to Anna Fawley at anna.fawley@themavgroupp.com

