

Title: Chief Human Resources Officer – Massachusetts Trial Court

Pay Grade: Executive Management

Starting Pay: \$203,265.03

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Departmental Mission Statement: The Human Resources (HR) Department partners with Trial Court management to create and maintain a talented, qualified workforce by recruiting a diverse applicant pool, by facilitating the fair merit-based selection for appointment of the most qualified candidates, by developing appropriate workforce training (in consultation with the Trial Court's Judicial Institute), by fostering positive management-employee relations, by promptly addressing workplace issues, and by developing performance based measures to ensure the continued excellence of the workforce. The HR Department will use best practices to ensure that this collaborative effort advances the mission of the Trial Court. The HR Department also provides information and assistance to all Trial Court employees on a variety of work place issues.

Position Summary: Working within the Office of Court Management (OCM) of the Trial Court, the Chief Human Resources Officer (CHRO) is responsible for overseeing all aspects of the Human Resources Department, its policies, practices and operations in order to meet the Trial Court's evolving needs. The Chief Human Resources Officer originates and leads the Human Resources' practices and strategic objectives that will provide an employee-oriented, high-performance culture that emphasizes empowerment, quality, productivity, consistent standards, goal attainment, and the recruitment and ongoing development of a qualified, talented, merit based, and diverse workforce and employment environment.

The Chief Human Resources Officer directs the implementation of services, policies, and programs through Human Resource Department's professional and administrative staff. The CHRO also has oversight of all collective bargaining and labor relations for the Trial Court, maintaining a positive labor relations philosophy that both furthers the Trial Court's strategic goals, and ensures compliance with the Employer's obligations under the State's Collective Bargaining Law. The CHRO reports to the Court Administrator and serves on the executive management team, and assists, advises and collaborates with all levels of department heads, managers, and court officials on a wide range of Human Resource issues. The CHRO is a key executive partner and coach who is tasked with facilitating strategic planning and initiatives, change management, and organizational design.

Duties:

Leadership/Supervisory Role

- Oversees and is accountable for all activities of the Human Resources Department and staff;

- Provides overall leadership and guidance to human resource functions by overseeing personnel policies and procedures, contract administration, labor relations, talent acquisition, hiring and onboarding, HR/CMS support, classification and compensation, position management, HR training and related curriculum development, career development, leave administration, and employee wellness;
- Provides advice and information on Human Resources and Labor Relations matters to the Court Administrator, the Chief Justice of the Trial Court, OCM Directors, Departmental Chief Justices, the Chief Justices of the Supreme Judicial Court and the Appeals Court, the Commissioner of Probation, the Jury Commissioner, department heads and other court officials and personnel;
- Leads long-range strategic planning in order to anticipate and plan for innovative changes that promote people productivity, organizational efficiency, and cost effectiveness;
- Responsible for ensuring that organizational values are clearly communicated and understood at all levels, identifying appropriate employee conduct that is necessary for realizing a service-oriented, high performance culture;
- Ensures that position classifications and compensation structures are reflective of a dynamic operational environment which embraces contemporary modes of working in a time where the Trial Court is increasingly asked to do more to serve the public and expand access to justice;
- Serves as the most senior representative of the Court Administrator, who is the statutory employer for collective bargaining purposes; ensures that positive labor relations with unions that represent Trial Court employees is maintained and may participate in negotiations and discussions with the unions as he/she deems appropriate;
- Intervenes and mediates workplace conflicts in a manner that is reflective of the ethics and values of the Trial Court and that leads to just and appropriate resolutions;
- Manages administrative matters such as preparing request for proposals and contracts, preparing routine or special reports, performing research, or advancing compensation, evaluation, classification studies for employees;
- Sets the priorities for key competencies in the drafting of interview guidelines in the appointment of new candidates;

Strategy

- Formulates strategies that lead to quality and depth in overall candidate talent pools for Trial Court positions, and ultimately the quality of selected candidates;
- Establishes innovative and sound strategies across all units of the Human Resources Department, ensuring that all implemented strategies correspond with the overall current and future strategic plans of the Trial Court as a whole;
- Maintains a comprehensive strategic recruiting plan and employee retention plans that meet the Trial Court's increasing demand for high quality talent;
- Responsible for developing and implementing comprehensive compensation and benefit strategies that are market competitive and also cost effective
- Functions as the strategic advisor to departmental heads with regard to progressive discipline and handling sensitive employee matters;
- Leads special projects and serves on various leadership committees of the Trial Court;

Policy

- Develops, directs, and maintains comprehensive human resource programs and policy in: compensation and classification, onboarding, policy implementation, compliance with state/federal laws, benefits administration, employee relations and conflict resolution;
- Directs the Human Resources Department in the development and creation of positions, job postings, applicant screening criteria, and objective reviews of candidate pools for Trial Court positions;
- Directs the Human Resource Department in the administration and maintenance of the HR/CMS automated personnel and payroll system provided through Oracle/PeopleSoft;
- Oversees the performance evaluation program for all Trial Court appointed employees;
- Supervises the development and administration of all non-statutory salary schedules and the Trial Court classification plan;
- Supervises the establishment and implementation of all Trial Court issued benefit programs;
- Reviews and makes recommendations to the Executive Office of the Trial Court (EOTC), Office of Court Management (OCM), and the seven Trial Court departments on improving organization policies, procedures, and practices on personnel matters;
- Manages maintenance of organizational personnel records/files and the HR/CMS transactions, in compliance with set policy and procedures and with applicable regulations and laws;
- Leads the organization's efforts to ensure compliance with Trial Court policies, procedures, and applicable statutes regarding discrimination, harassment, and the rights of all employees;

Labor Relations

- Directs the labor relations activities for the Trial Court ensuring that positive labor management relations is maintained;
- Provides Department Heads and court officials with best practices by advising and guiding them on the most sensitive and complex of labor relations matters;
- Ensures that the negotiated grievance procedures are administered fairly and in accordance with the applicable collective bargaining agreements;
- Oversees the development of recommendations for new contract provisions, oversees contract negotiation processes and memorandums of agreement, and identifies strategies for improving the management of the unionized workforce;
- Collaborates with the Court Administrator to establish organizational priorities for collective bargaining agreement negotiations and cost of living increase parameters;
- Serves as a mediator in dispute-resolution through the negotiation of solutions which are in the best interests of all parties and in compliance with fair labor practices, bargaining unit contracts and state and federal personnel administration laws;
- Informs union officials of serious disciplinary actions taken on union employees in cases of misconduct;

- Responsible for overseeing the employee grievance process, including the screening, investigating, and employer response to employee grievances;
- Ensures that the human resources activities that impact union employees are in compliance with the collective bargaining agreements and that new initiatives are implemented in a manner consistent with the employer's obligations on the State collective bargaining law;

Analytics

- Plays an analytical role to monitor, analyze, and identify strategic needs, gaps, and risks;
- Leverages management tools that identify, align, and build on the organization's human capital capabilities in order to achieve overall results and reach desired targets;
- Conducts job analysis, develops new positions, aids in recruitment efforts and analyses recruiting efforts;
- Plans for and analyzes future growth and staffing needs; assesses designs, develops and evaluates current staffing;

Collaboration

- Collaborates with fellow executives/department heads in an effort to better understand, analyze, and support the needs for the business, leading to the subsequent establishment of suitable strategies.
- Ensures that the labor team works with union officials to implement job descriptions for new union positions and coordinates with managers to ensure union work is properly assigned;
- Ensures that the Trial Court works closely with union representatives to maintain and enhance labor management relations and to maintain fair labor practices across the Trial Court;
- Works directly with departmental management and elected officials to assist them in carrying out their responsibilities on personnel matters;
- Facilitates teamwork and participation in work flow process re-engineering and innovation, supporting change management activities and strategic planning efforts;

Job Competencies: All applicants must be able, through the interview process, to prove efficiency in the following areas:

- Ethics and Values - Communicates and demonstrates the ethics and values of the Human Resources Department and the Trial Court.
- Mission -Understands, upholds, and communicates the Trial Court and Human Resources Department missions.

- Problem Solving - Accurately assesses candidate acquisition, workplace, and labor relations problems in the Trial Court and recommends and facilitates appropriate solutions and innovations.
- Customer Service - Conducts oneself in a courteous and professional manner towards both Trial Court employees and the public.
- Collaboration - Works with others cooperatively, demonstrating a willingness to be a team player, and contributing to a work environment that focuses on shared departmental goals.
- Applied Knowledge - Demonstrated extensive experience and knowledge of human resources, labor relations, and performance management to ensure the continued excellence of the workforce, resolve issues, to properly administer personnel policies and procedures in a unionized employee environment; and to oversee disciplinary related investigations.
- Commitment to Diversity - Promotes an environment of diversity through understanding, respect, and positive communication with persons of varied racial, ethnic, economic, and cultural backgrounds.
- Continuous Learning - Demonstrates a commitment to continuously improving himself or herself through professional development.

Knowledge

- Embraces the most effective new HR standards and best practices, ensuring optimal performance of the Human Resources Department, which in turn influences the performance of the various departments and Trial Court operations at large;
- Continually participates in events, conferences, seminars, and workshops for purposes of professional development;
- Maintains knowledge of industry trends and employment legislation, and ensures organizational compliance;

Minimum Requirements: These are the minimum requirements necessary for the position of Chief Human Resources Officer:

Education & Experience: A bachelor's degree and Ten (10) years of practical senior management level experience in the field of human resources and labor-management relations; Equivalent combinations of education and/or experience will be considered for meeting the minimum requirements.

Professional Development: Must have a background that demonstrates a history of regular professional development; demonstrating a record of initiating best practices, the consistent application of policies, and innovative approaches to human resources management and labor relations.

Preferred Qualifications:

Candidates with a graduate degree in Human Resources, Public or Business Administration, or similar advanced degree will be viewed as demonstrating a commitment to professional development. An ideal candidate will also have some experience managing in a unionized

environment. A SPHR certification is also desirable, demonstrating a commitment to the field of Human Resources. Candidates with a professional background as a Director of Human Resources, Director of Talent Acquisition, Head of Labor Relations, or similar position will be preferred.

OTHER REQUIRED SKILLS AND ABILITIES:

Demonstrated ability to perform human resources related activities of the most complex and non-routine nature, including providing feasible innovative solutions;

Knowledge, skills, and abilities in labor relations and negotiations acquired through both training and practical experience;

Strong interpersonal communication skills and the ability to work professionally and collaboratively with persons at all levels, including judges, and to maintain effective working relationships;

Ability to negotiate with union officials and Trial Court staff to reach agreements, provide remedies, and resolve conflicts;

Ability to adapt quickly to changing circumstances and develop workarounds for issues that require a timely resolution;

Ability to use data to drive enhancements and efficiencies in operations;

Knowledge of and ability to use personal computers, including HR and business related software;

Knowledge of current trends and developments in human resources and labor relations;

Knowledge of Massachusetts state government;

Knowledge of Federal and State labor and employment laws and regulations;

Ability to direct and evaluate a large and professionally diverse staff;

Ability to multi-task and manage a variety of assignments at once;

Ability to communicate clearly and effectively in oral and written form; and

Ability to travel within the Commonwealth as necessary.

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