Job Title: Associate Director, People & Culture
Start Date: October/November 2021
Salary: $100,000 - $115,000
Location: NACTO is based in NYC, and shifted to a fully remote work structure in response to the COVID-19 pandemic. We are currently evaluating our office expectations, with a goal to establish a work policy that allows for flexibility and collaboration. All staff will be notified of our return-to-office plans with ample time to make preparations.

The National Association of City Transportation Officials (NACTO) is seeking an **Associate Director of People & Culture**. This senior-level role will focus on staff management practices and internal operations, proactively building systems that support the organization’s ability to deliver high-quality programming and influence meaningful change aligned with our mission and values. Our ideal candidate has experience with change management, and our goal is to operationalize processes that support NACTO in creating an inclusive and anti-racist workplace.

This role is expected to evolve over time, and we are seeking candidates who will adapt this role as our organizational needs transition.

**Who we are**
NACTO is a nonprofit association of 91 major North American cities and transit agencies formed to exchange transportation ideas, insights, and practices and cooperatively approach national transportation issues. Our mission is to build cities as places for people, with safe, sustainable, accessible, and equitable transportation choices that support a strong economy and vibrant quality of life. Our staff team is passionate and committed to challenging the status quo in transportation and raising the bar for city streets.

**Job overview**
This role supports the leadership team in the development and evolution of employee management practices, including workplace culture, staff development, and policies that support and guide the work of our team. This role will report to and work in close partnership with the Executive Director, and will work collaboratively with all staff to operationalize equity in our policies and procedures.

This is a new position, created to support our organizational development as NACTO has experienced particularly rapid growth in the past few years. As the organization matures we are investing in our internal operations and culture to support our staff’s success, with particular focus on our aspirations for an anti-racist and post-pandemic workplace. In the past year, we’ve worked with partners and consultants to
assess operations and provide racial affinity space for staff learning. We’re looking for someone to build on this foundation and shepherd insights into practical, long-term changes in organization culture, policy, and practice.

Who you are
The ideal candidate will bring experience leading internal operations, supporting staff performance and development, and operationalizing equity through internal policies and practices. You’re a critical thinker, a systems and process extraordinaire, and a thoughtful and consistent communicator. You’re skilled at engaging through difference and you value bringing together multiple perspectives. You’re able to navigate ambiguity, taking a long-view and bringing a strategic approach to your work. You love a good project kick-off or debrief meeting, and you're skilled at creating a culture where colleagues freely share kudos as well as constructive feedback. You do not need to have professional expertise in urban planning / transportation policy, but an understanding of or passion for these topics is welcome.

To be successful in this job, you will excel in the following key areas:

- **Embedding equity and inclusion in internal processes**: You’re a systems thinker and have demonstrated experience shifting practices and policies to be more inclusive and anti-racist. You thoughtfully navigate issues related to diversity, equity, and inclusion and bring a deep commitment to advancing and operationalizing these values. You value honesty and have a keen ability to surface and name dynamics. You bring both a critical perspective and imagination to complex issues, and you’re eager to keep learning.

- **Relationship-building and emotional intelligence**: You’re relational in your approach to work and your ability to build connections is a core part of how you operate. You are able to build trust and credibility with a wide range of people, including staff, partners, funders, and Board members, and across lines of race, gender, class and other identities. You have demonstrated experience navigating conflict, facilitating conversations, engaging multiple perspectives, delivering and receiving feedback, and creating the conditions for staff to thrive.

- **Strategic thinking, problem solving, and change management**: You are a strategic thinker and enjoy solving complex problems. You’re proactive and enthusiastic about identifying opportunities to make systems and processes run effectively. You can anticipate and identify challenges and drive solutions that work. You are practiced at communicating and managing change.

- **Collaborative style**: You are eager to partner with colleagues to solve problems, seize opportunities and advance the mission of the office. You actively listen and communicate well because you know that increased understanding and collaboration leads to better results.

Responsibilities include:

- **Organizational Leadership**: Serve as a contributing member of the executive leadership team, supporting directors by providing thought partnership, implementing systems, and managing change. Exemplify NACTO’s values, helping to build and reinforce a strong internal culture of trust, accountability, feedback, and impact, and encouraging staff to collaborate, learn, and innovate together.
● **Operationalize Equity:** Steward our effort to operationalize equity in our internal systems to support an inclusive and anti-racist workplace. Project manage the development, implementation, and ongoing evaluation of an internal operations plan, with support from consultant partners and staff working groups or task forces.

● **Employee Management:** Evolve and maintain frameworks for equitable staff management practices, engaging multiple perspectives to strengthen our approach. This includes: designing and coordinating equitable and consistent recruitment and hiring processes; facilitating supportive onboarding and orientation in collaboration with supervisors; strengthening our frameworks for performance management, feedback and coaching practices, compensation, and professional development; and facilitating off-boarding to ensure a smooth transition of knowledge and responsibilities. Build structure around expectations for all supervisors to ensure we have consistent and supportive management and mentorship practices; support supervisors in aligning with that structure. Support the Director of Finance and Administration as she leads in the areas of compliance, payroll, and benefits; provide input on administrative aspects of personnel policies and procedures.

● **Strengthen Internal Coordination:** In collaboration with program directors and all staff, steward the evolution of internal practices to support effective communication, coordination, and programmatic success. Proactively identify internal challenges and opportunities for process improvement by engaging with staff at all levels of the organization. For example, collaborate with staff to strengthen practices for effective project kick-offs and internal process debriefs; lead a staff working group to develop return-to-office expectations; regularly engage staff to co-design staff meetings and staff retreats, including agenda planning and preparation.

● **Strategic Planning:** Support the Director of Strategy as she leads organizational strategic planning; project manage the annual process of goal-setting and ensure ongoing evaluation of our progress and refinement of our strategies.

**Qualifications**

NACTO does not have minimum requirements for education or professional experience. We encourage all candidates with relevant and differing experiences and professional backgrounds to apply.

Generally, we expect qualified candidates would have the following baseline experience for an Associate Director:

● 12 years of relevant professional experience; OR
● 10 years of relevant professional experience with an undergraduate degree; OR
● 8 years of relevant professional experience with a relevant master’s degree

**How to Apply**

Send a cover letter and resume as one PDF file to hr@nacto.org with the subject “Associate Director, People and Culture.” Resumes received by August 30 will receive first consideration, though this position is open until filled. We will consider applications on a rolling basis, and may not wait until the deadline to interview and extend offers, so we encourage you to apply as soon as possible. No calls please.
NACTO is committed to workplace diversity and inclusion. We are equal opportunity employers and do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender identity, marital status, sexual orientation, age, disability, veteran status, or any other characteristic protected by federal, state, or local law. We offer competitive salaries based on a nonprofit scale and commensurate with experience. Benefits include accrued PTO and family leave; healthcare, dental and vision insurance; expanded disability and life insurance; retirement savings plan; and pre-tax commuter benefits.