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VP for People and Culture

Insero Talent Solutions - Rochester, NY, United States

Tagged: human resources

Insero Talent Solutions is honored to be conducting the search for the next VP for People & Culture for a premier Rochester non-profit client that is a true jewel of our community.

Position Summary:

The human resources team is responsible for identifying, creating, and implementing strategic initiatives and systems that maximize the effectiveness of the employer's most valuable resource—staff, volunteers, and interns. The Vice President for People and Culture develops and implements a human resources strategy that supports the achievement of both short- and long-range institutional goals while supporting, enhancing, and advancing the employer's unique boundaryless organizational structure that mandates respect and inclusion as non-negotiables in all aspects of its business operations. This is a hands-on position that requires someone that both oversees and is involved in day-to-day operational activities required of a seasoned human resources practitioner and business partner.

The Vice President for People and Culture provides leadership and develops employees to achieve individual, team, and organizational goals. This position is a member of the employer's senior leadership team and works closely with the President and CEO in making strategic business and people decisions. This is a key role that drives a people-focused approach to provide the highest level of service.

This position requires an energetic, driven, compassionate, collaborative, entrepreneurial, and seasoned executive with high ethical standards. The Vice President for People and Culture is required to expend such personal efforts as may be needed to keep up with advances in subject matter information related to this position. The employee must learn the constraints, with particular consideration of the budget, within which this job must be performed and work within those parameters.

All staff are expected to cooperate with one another in furthering the employer's general objectives and in completing the employer's projects. Similarly, all staff consistently maintain a positive and enthusiastic attitude,

act with integrity and in accordance with the highest ethical standards and demonstrate a loyalty to the employer in all public contacts. Guests and colleagues deserve our best efforts every day.

Essential Duties:

The specifications described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Work with the President and CEO and other members of the senior leadership team to incorporate principles of equity, inclusion, and belonging in all aspects of the employer's operations.
- Lead, manage, supervise, mentor, and develop the human resources team of 2 direct reports. Set strategic direction, establish goals, and ensure accountability for results.
- Create and implement a broad, wide-ranging recruitment and retention strategy that attracts and retains a talented, diverse workforce that collaborates effectively to meet established institutional goals.
- Develop, implement, and maintain a comprehensive human resources strategy that advances employee engagement and creates policies and programs that provide for the effective management of the employer's most valuable resource—its people. Ensure that the policies and procedures remain in compliance with state and federal legal requirements and are equitably and fairly administered.
- Oversee the management of the processing of bi-weekly payroll and ensure its accuracy and compliance with applicable laws and mandates. Communicate, as needed, with the finance team and ensure that accurate payroll-related reports are provided as scheduled and requested.
- Manage all aspects of workplace interventions and investigations and ensure that employee issues are addressed and resolved promptly, effectively, and objectively with appropriate leadership team and outside counsel participation. Conduct interviews with all parties and witnesses, preserve documentation, and promote a team approach to resolution
- Lead, manage, and facilitate aspects of the employer's detailed strategic plan to meet or exceed established metrics and track progress regarding Inclusion, Diversity, Equity and Accessibility (IDEA) initiatives and objectives. Report results to the Personnel Committee, IDEA Committee, and Board of Trustees.
- Lead and reinforce the continuous development of a culture that is reflective of the mission, vision, and values. Ensure that an institutional commitment to IDEA is realized in all aspects of workforce planning and development and foster an affirming and welcoming workplace. Establish a mechanism to create safe spaces for difficult conversations that foster and drive the progress necessary to make positive changes.
- Establish credibility throughout the organization to be viewed as a compassionate, effective, and objective problem-solver. Counsel employees and supervisors about sensitive, personal, and confidential matters related to job performance, conflict, personal challenges, etc. and develop direct strategies to address concerns. Ensure the dignity and respect of all parties is maintained in all facets of communication.
- Develop progressive and proactive compensation and benefits programs to provide motivation, incentives, and rewards for effective performance and improve employee retention, engagement, and morale. Actively monitor the established compensation system through periodic benchmarking of salaries and recommend adjustments as appropriate.

- Oversee the annual performance evaluation cycle, ensuring that employee development is prioritized and that the process is timely and efficiently managed. Coach supervisors in talent-related discussions and in establishing goals with their employees.
- Serve as the Plan Administrator for the employer's 403(b) retirement program.
- Serve as the staff liaison to the Personnel Committee and IDEA Committees of the Board of Trustees; Collaborate with the Executive Assistant and Committee Chairpersons to schedule committee meetings and prepare meeting agendas; Prepare and present materials; Ensure that meeting minutes appropriately reflect the meeting's contents.
- Serve on the access/accessibility project team.
- Attend or lead various team and general staff meetings, and others, as requested.

Additional Responsibilities:

- Promote the institution through professional memberships and connection with local, national, and international associations.
- Continually benchmark and assess the effectiveness of the human resources initiatives and practices against comparable institutions and markets.
- Support grant-writing activities as requested by the institutional advancement team.
- Participate on committees, project teams, and process teams as needed.

Core Values:

These are embedded in all roles within the employer. Employees must have the ability to demonstrate, understand, and apply our workplace values.

- **Respect:** We treat guests and each other with fairness and respect. We celebrate differences as well as similarities. Our behavior is marked by courtesy, patience, compassion, and tolerance. We serve with honesty and integrity, and we expect trust and loyalty in return.
- **Focus:** We share a special sense of purpose based on the employer's mission. We take pride in our dedication to common goals and commit all our talents and efforts to achieving them.
- **Excellence:** We strive constantly for excellence and seek continual improvement in all that we do. Each of us takes responsibility for achieving outstanding quality and, in return, our accomplishments are recognized and rewarded.
- **Community:** We foster community within and outside the employer through an atmosphere of collaboration, cooperation, and collegiality. Teamwork and flexibility lead to esprit de corps and effective public service.
- **Fun:** We are friendly, enthusiastic, inquisitive, and creative. We strive to ensure that the employer is always welcoming, fresh, vibrant, and filled with engaging imagination and fun.
- **Diversity:** The employer is inclusive. It embraces and honors cultural diversity while highlighting common experiences. It engages people of many backgrounds and interests. The employer commits to making its

facility, exhibits, and programs accessible to guests of all abilities, ages, classes, ethnicities, gender identities, national origins, races, religions, sexes, and sexual orientation.

Knowledge, Skills & Abilities:

The candidate may have any combination of education and experience but should possess the required skills and knowledge for successful performance. Our general minimum requirements are:

- Bachelor's degree in business administration, human resources management, or related field.
- 10 years of human resources experience, including at least three (3) years of executive level responsibility.
- Exceptional, broad knowledge of all aspects of the human resources function and commitment and interest in maintaining the constantly changing compliance mandates and emerging best practices.
- Strong analytical skills including a high level of proficiency and experience with Microsoft Excel and HRIS reporting platforms.
- Proven ability to manage financial and analytical aspects of Human Resources functions including payroll processing, reporting, and budget management.
- Proven track record of implementing and advancing inclusion, diversity, equity, and accessibility (IDEA) initiatives in an employment environment comprised of varied professions.
- Exceptional leadership and people management skills. Competent at presenting an opposing point of view in a professional, direct manner in a variety of settings.
- Ability to manage multiple projects of varying complexity to successful conclusions on a consistent basis.
- Superior written and oral communication skills with individuals of varying backgrounds, expertise, and intentions in a wide range of situations requiring exceptional tact, thoughtfulness, integrity, and creativity in approach. Comfort and ability to present information in small and large group settings.
- Relentlessly positive, welcoming, professional, empathetic, genuine attitude that permeates all communications and interactions.
- Must possess a strong outcome-oriented work ethic.
- Skilled in handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- **Collaboration:** We work in a team-oriented environment, so it is vital that our employees maintain effective interpersonal relationships. Team members must be good at active listening, conflict management, cooperation, facilitation, negotiation, and be open to feedback.
- **Communication:** Our employees should always communicate and act in a respectful manner when working with others, including those from outside the employer. The ability to handle difficult and stressful situations with professional composure is vital for this position. This job requires the ability to communicate effectively in both oral and written form using the English language.
- **Customer Service:** All employees provide extraordinary service to our customers. People are filled with anticipation when they visit. When they leave, they feel enriched, are glad they came, and look forward to

returning. The Vice President for People and Culture's work should contribute to these sentiments every day.

- **Problem-Solving:** Things don't always go as planned. This job requires knowledge of principles involved in strategic planning, coordination of people and resources, and taking corrective action. The employee should exercise sound judgment in making decisions and be able to independently perform all the duties of the position efficiently and effectively.

These qualifications are considered **a plus but not required:**

- Master's degree in business administration (MBA), Human Resources or other applicable field.
- Experience in a similar sized non-profit organization
- Human Resource Certifications such as SHRM-CP, SHRM-SCP, SPHR

Pre-Employment Requirements:

Must consent to and pass a drug screen and criminal background check as conditions of employment.

For confidential consideration, please contact Cheryl Yawman at Insero Talent Solutions.

Salary Range \$125,000 - \$150,000

Posted: Monday, March 2, 2026

Job # 1185

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