



Coordinator of People and Culture

ASSOCIATION FOR ENTERPRISE OPPORTUNITY (AEO) is the leading voice of innovation for microfinance and microbusiness. Our mission is to create economic opportunity for underserved entrepreneurs throughout the United States. We engineer transformational change through research, convening, incubation, and advocacy to foster a robust and inclusive marketplace. For more than 30 years, AEO and our +2,700 member organizations have helped millions of entrepreneurs support themselves and their families while contributing to their communities through business ownership.

AEO's rapid growth has justified the creation of the new position of a part-time **Coordinator of People and Culture** who will report to the Senior Vice President of Operations. The **Coordinator of People and Culture** will be responsible for developing a positive workplace culture strategy, creating an approach for assessing culture, and executing human resources strategies and processes in support of AEO's mission, vision, values, and culture.

The focus of this role is to build practices and processes that lead to a working environment and culture that acknowledges our humanity and multidimensionality and that supports employees to have maximum impact in their respective roles. We believe that treating employees with respect, kindness, generosity, and fairness, means taking individual needs and differences into account. However, this approach is in service of enabling talented, energized people to show up, give their best efforts, and have as much impact as possible. Metrics of success are as much about accomplishing organizational goals as they are about employees having a strong sense of belonging and feeling heard and respected. This position is a hands-on liaison between senior managers and employees on human resources-related matters, facilitates key communications, and leads or facilitates employee fun celebrations and ongoing human resources-related activities for a rapidly growing organization of +19 FTEs plus contractors and interns.

We are eager to find the successful candidate who easily connects with people and is grounded in the fundamentals of good human resource management practices but who has a current and creative approach to people and culture management for today's current workforce environment.

Key Responsibilities/Results

- Develop relationships with AEO staff and become someone who is sought for advice and counsel on HR, cultural, and organizational issues.
- In partnership with AEO's Leadership Team, oversee and implement organization-wide efforts to champion staff inclusion, engagement, and cultural humility. Continuously examine policies, procedures, and cultural norms with an intersectional lens, and make recommendations on changes that will create an inclusive and supportive organization for employees, interns, volunteers, and other contributors.
- Develop strategies to help staff stay connected and engaged while working remotely, through and beyond the Covid-19 pandemic.
- Conduct stay interviews with staff to gain feedback and suggestions about improving and addressing organizational and cultural issues.
- With the Senior Vice President, Operations, create and / or update policies, procedures, and guidelines. Evaluate the current HR processes and recommend changes as appropriate.
- Ensure the AEO's vision and values are instilled and embodied in all actions. Make recommendations related to how work is changing and the organizational and cultural transformation needed to help all employees adjust quickly and champion change.
- Manages the talent acquisition process, which may include recruitment, interviewing, and hiring of qualified job

applicants.

- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
- Performs other duties as assigned.

Required Skills/Abilities

- Must bring a strong diversity, racial equity, and inclusion lens with experience driving DEI priorities across recruitment, benefits and compensation, and talent management.
- Proven success at establishing/creating a positive culture in previous positions.
- Demonstrated experience in building and managing diverse teams and inclusive cultures
- Demonstrated ability to build positive and effective working relationships with individuals of various ages, cultures, socioeconomic backgrounds, and abilities.
- Strong analytical, strategic thinking and problem-solving skills with the ability to plan and implement in a demanding, fast-paced environment.
- Ability to successfully carry out complex assignments, adapt to changing situations and priorities, and manage effectively in times of ambiguity and change.
- Ability and courage to address complex, difficult, and/or emotionally-charged situations calmly and with an objective perspective.
- Ability and courage to mediate in conversations in which actors may have different views or perspectives in a way that leads to an increased sense of partnership and understanding.
- Ability to act with integrity, professionalism, and confidentiality.
- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite or related software.

Education and Experience

- Bachelor's degree in Human Resources, Business Administration, or related field required.
- A minimum of three years of human resources experience preferred.
- HR certification highly desired.

We Offer

- Competitive compensation based on experience
- Part-time employees working at least 30 hours per week will earn vacation and sick leave on a prorated basis.
- A collaborative and high-performing work environment

TO APPLY

Interested applicants should send a cover letter and resume to careers@aeoworks.org. In your cover letter, please include: your unique qualifications for this position, your salary requirements, and how you learned of this vacancy.

AEO is clear of its vision to be a place where a diverse mix of talented people want to come, to stay, and do their best work. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.