



**Crystal Stairs:  
Improving the Lives of Families through  
Child Care Services, Research, and Advocacy since 1980**



**OUR CORE VALUES**

*Excellence \* Relationships \* Integrity  
Empowerment*

Crystal Stairs is one of the largest private non-profit child development corporations in the State of California. We help families locate affordable and appropriate childcare through a variety of services, working with childcare providers, educators, advocates, and community members to positively impact the lives of thousands of children each year.

As an Employer-of-Choice, Crystal Stairs is proud of our cordial, collegial work culture. We are committed to creating a family-friendly environment and encouraging employees to achieve work-life balance. That's why we offer your choice of flexible work schedules, *with a paid lunch break*: four 10-hour day workweeks, four 9-hour days, and one 4-hour day, or a five 8-hour day workweek.

You'll enjoy 2 weeks paid vacation to start, 3 weeks after 3 years, and 4 weeks annual vacation after 5 years. You'll also receive 3 personal days per year, 8 holidays, and a paid holiday break between Christmas and New Year's which serves as an extra, "mini vacation".

Our outstanding benefits include excellent HMO and PPO health and dental plans, as well as vision and employee assistance plans. We also offer employer-paid life insurance, optional supplemental life/dependant life insurance, and flexible spending accounts for health care and dependent care expenses. We provide a 401k plan (with employer match & profit sharing), with 100% vesting after just four years.

If you're ready for an enriching career, one with meaning and challenge, then Crystal Stairs is for you. Our work embodies our core values each and every day: excellence, relationships, integrity, and empowerment. Within this work you can find significant achievement, satisfaction and reward. Ready to make a difference? Join us!

**Director – Human Resources**

**What We're Looking For:**

In this key role, the Director of Human Resources will lead Crystal Stairs' Human Resources programs, supporting the agency's mission, vision, values, and strategic direction with emphasis on maintaining a highly competent, culturally diverse workforce and ensuring that the agency is in compliance with labor laws, contractual requirements, and other regulatory compliance. The Director, who reports directly to the Chief Executive Officer will oversee effective execution of agency recruitment and selection, employee relations and retention, the administration and maintenance of compensation and benefits programs, organizational and professional development; succession planning, and employee communications, organizational culture management and partner in supporting overall business operations.

**KEY RESPONSIBILITIES:**

- Partner and advise as a subject matter expert with the Chief Executive Officer, Executive team and Cabinet in developing, implementing, and evaluating Crystal Stairs' corporate and personnel initiatives, policies and procedures.
- Lead the Human Resources team in setting and meeting goals, assessing performance, and need analysis in order to develop, improve and redesign services when appropriate. Evaluate departmental procedures to streamline and/or automate processes to improve customer service levels, reduce paper flow, and improve human resources data management.
- Establish a climate within Human Resources that fosters high involvement, trust, and commitment to quality among all staff members. Design, establish, and maintain an organizational structure and staffing to effectively accomplish the organization's goals and objectives. Recruit, select,

- develop, and evaluate knowledgeable Human Resources unit that has a commitment to teamwork across functional lines.
- Take measures to ensure that the Human Resources staff practices a high level of confidentiality.
  - Ensure that continuous quality improvement is used within the Human Resources function.
  - Develop and monitor mechanisms for assessing customer and staff satisfaction with Human Resources services, and use customer feedback in modifying service design and delivery.
  - Use external research and develop a strong network to inform decision-making from external and best practice perspective.
  - Regularly provide verbal, written, quantitative, and qualitative Human Resources analyses, briefings, and recommendations to the Chief Executive Officer, Executives and senior management, and the Board of Directors.
  - Coordinate and provide staff support to the Personnel Committee of Board of Directors meetings.
  - Represent the agency at professional organizations, special events, and any other meetings as assigned by the Chief Executive Officer.
  - Other duties as assigned.

**LEADERSHIP RESPONSIBILITIES:**

- Communicate and educate employees on CSI culture and lead by example.
- Provide direction, leadership and coaching to staff members by conducting periodic staff meeting and frequent check-ins.
- Provide opportunities for employees that develop their competencies. Provide career counseling and advice. Empower employees to develop themselves.
- Provide feedback on performance, take prompt corrective action when necessary and conduct Performance Evaluation Process (P.E.P.'s) in timely manner.
- Track and monitor attendance of employees including timely submission of e-time.
- Select hire well-qualified, talented staff that reflects labor market diversity.
- Allocate and request resources that match production needs and adjust as necessary to support unit's budget and CSI goals/mission.
- Build strong teams that are technically competent and characterized by a high level of coordination and trust.

**EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:**

- Minimum 8-10 years in managing Human Resources organizations. 5 years experience in organizations of 150 or more employees, with experience including exposure to the major disciplines of human resources management, (e.g., benefits, compensation, staff relations, training and development).
- Minimum 5 years staff relations experience involving Human Resource management and staff consultation, legal analysis, conflict resolution, mediation, and management and staff training.
- Bachelor's degree in Business Administration, Communication, Organizational Development or related field, with Human Resources Certification, or equivalent years' experience. Incumbent is expected to continue upgrading knowledge, skills and abilities needed to keep abreast of human resources field. Masters degree in aforementioned areas preferred.
- Thorough knowledge of and expertise in all areas of Human Resources, including current labor laws, performance management and compensation structures, and policy and procedure interpretation.
- Must have thorough knowledge of business operations and strategic Human Resources planning, as well as excellent analytical and problem solving skills.
- Must have exemplary oral, written, and interpersonal skills, as well as strong ability to educate, persuade and partner with all organizational levels.
- Ability to communicate with tact and diplomacy during the process of educating, mentoring and coaching staff and management is a required.
- MS Office knowledge required, with demonstrated computer competency. HRIS experience required.

Crystal Stairs is committed to building and sustaining a diverse workforce and culture. As part of this commitment, Crystal Stairs provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.

**Please visit our website at: [www.crystalstairs.org](http://www.crystalstairs.org)**