



NYC Criminal Justice Agency  
Executive Director of People & Culture  
New York, NY



## Background

The New York City Criminal Justice Agency (CJA) is a not-for-profit service and research organization that operates in partnership with the New York City Mayor's Office of Criminal Justice. CJA is the City's main pretrial services agency, combining operations, pilot projects, and research under one roof. CJA utilizes procedural justice practices to provide pretrial services to over 100,000 persons arrested annually in New York City. Information collected about these arrestees and subsequent case processing is maintained in the agency's internal and externally shared database systems, which are used to conduct descriptive and evaluation research on arrestee characteristics, case processing and court outcomes, and on issues and potential reforms to criminal justice policy in New York City. CJA's programs operate in the criminal courts and detention facilities 24 hours a day seven days a week within the 5 boroughs of NYC, employing over 250 employees, citywide.

CJA works to reduce jail overcrowding and unnecessary detention in New York City. CJA is the City's main pretrial services agency, combining operations, pilot projects and research under one roof. The Queens Supervised Release Program operates in Queens Criminal Court and serves individuals of all ages who are charged with felonies and misdemeanors, and who present a substantial likelihood of detention but are at risk of failing to appear in court if released on recognizance. It provides pretrial supervision and voluntary referrals for social services, including job training, employment, drug treatment, and mental health counseling. Participants remain in the community and are required to maintain face-to-face and/or telephone contact with a case manager, attend all court appearances, and avoid re-arrest.

## CJA Values

**Commitment:** Exhibits passion and excitement about our work. Displays a “can-do” attitude.

**Fairness:** Maintains high standards and is honest. Earns trust and maintains confidences. Does what is right, not just what is politically expedient. Speaks plainly and truthfully.

**Innovation:** Generates new and innovative approaches to problems; brings people together to brainstorm. Problem solve and collaborate around big and small ideas.

## People & Culture Department Goals

The organization's People & Culture team manages the Human Resource functions for the Agency's 250 + staff members city-wide, including recruitment, on-boarding, orientation, employee relations, performance management, benefits and compensation, professional development, workplace health and safety and compliance. Approximately 25% of the organization's work force is unionized line staff providing 24-hour coverage for our operations. It is the Office of People & Culture's mission to help employees understand their rights and obligations and to support staff, managers, and organizational leaders in

navigating all the complexities of work life through the various phases of the employment cycle. In doing so, we seek to create a culture of inclusion and understanding with a respect for diversity of culture, experiences, and ideas that support mission. We draw upon the individual and collective strengths and values of our talent to define and inform the need for comprehensive benefit plans, establish professional goals, and meet performance objectives for the organization.

## Position

The Executive Director of People & Culture reports to the Chief People & Culture Officer. They support the CJA mission through the day-to-day operations and implementation of human resources management programs, processes, and initiatives. They supervise a team of HR specialists and generalists engaged in the full range of HR practices. This role will support the Chief in building the growing team to support the organization's goals. They provide HR leadership and policy direction under the guidance and oversight of the Chief People & Culture Officer.

The ideal candidate will be independent, organized and output driven, with the ability to prioritize duties and make sound decisions in the moment. Self-directed and self-assured with a compassionate and firm approach to managing people and conflict, finding solutions, and building relationships. A forward thinker who anticipates, next steps for themselves and others and communicates those ideas effectively.

## Responsibilities

This position leads People and Culture's functional HR team and day-to-day administration of people management and engagement processes, including the implementation or application of policy and procedure, works in concert with leadership across the organization to solve problems, develop and execute HR process improvements in alignment with organizational goals, and collaborate on cross-functional projects. The Executive Director of People and Culture supports the Chief of People and Culture Officer in assuring accountability across the organization for excellent people management.

### HR Administration, Policies & Processes

- Serve as a thought partner to the Chief People & Culture Office to drive initiatives and efficient processes in key areas including but limited to: HR policy development and implementation, talent management, performance management, and benefits administration.
- Update and review HR policies, procedures, and guidelines; ensure legal compliance in all HR activities.
- Proactively communicate and uphold all HR policies and processes across departments.

## HR Staffing & People Management

- Lead the People & Culture team to drive recruitment and retention strategies that will build and maintain a strong workforce across CJA.
- Identify roles and responsibilities of necessary HR hires to support the growth of the People & Culture team.
- Support the Chief People & Culture Officer in managing, mentoring and motivating a team of HR specialists.

## Employee Relations

- Serve as the main HR point of contact for managers day-to-day, maintaining positive relationships and instilling trust across a diverse workforce; support the managers in building better relationships with their staff.
- Provide guidance and counsel to staff as it relates to disciplinary actions, performance issues, and other grievances; ensure effective communications and a high level of responsiveness to a wide range of employee and personnel matters.

## Organizational Culture

- Provide guidance and contribute to the development of best practices for onboarding and employee engagement strategies to promote belonging and culture alignment.
- Champion diversity and inclusion efforts including the facilitation of workshops, education, resources, to ensure that DEIB values are embedded into organizational culture.

## People Analytics

- Translate key data into an effective HR and people strategy, working with senior management to provide guidance on how this data can inform the organization's strategic priorities.

## Must-Have Qualifications

- A minimum of 10 years of senior human resources leadership in a mission-driven non-profit or for-profit environment
- Successful past development or implementation of HR practices & policies including but not limited to recruitment strategies, performance management, professional development, benefits administration.
- Strong experience with People Analytics including gathering, analyzing and reporting data to provide guidance related to HR strategy and direction.
- Emotional intelligence: the ability to read the room and navigate sensitive matters with compassion and discernment.

- Excellent interpersonal skills and organizational awareness; the ability to have difficult conversations, manage conflict, encourage dialogue and facilitate productive discourse for positive outcomes.
- Excellent relationship-builder; the ability to build genuine connections and instill trust across a diverse workforce; a demonstrated ability to engage, inspire, and influence at all levels of the organization.
- Strong supervisory and people-management skills including the ability to coach, mentor and define goals and objectives.
- Commitment to workforce diversity and fostering an environment of inclusion.
- Highly organized, excellent project-management skills; the ability to prioritize tasks and to organize workload to assure deadlines are met for themselves and the team.
- Strong verbal and written communication skills with the ability to explain HR concepts and practices in a way that can be easily understood across different constituents.
- Highly adaptable to a changing environment with the ability to move fluidly between tasks.
- Willingness and ability to attend occasional in-person meetings and events at any of the organization's worksites throughout the five boroughs of New York City.

## Salary

This is an outstanding opportunity for a highly motivated senior leader to join a well-respected and growing organization. NYC Criminal Justice Agency is prepared to offer a very attractive compensation package, including a competitive base salary of 205K. In addition, CJA will offer a comprehensive benefits package including, but not limited to:

- 85% employer-paid medical insurance and 100% employer-paid coverage for other core group health benefits
- An education reimbursement of up to \$300 per semester or quarter after 1 year of employment
- 5% employer match on 403(b) contributions after 1 year of employment
- Transportation benefits
- Hybrid schedule with 3 days in-person and 2 days remote.

CJA is committed to creating a diverse work environment and is proud to be an equal opportunity employer. We do not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply.

This position description is based upon material provided by the NYC Criminal Justice Agency.

To apply for this position, please click [HERE](#).

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