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| Department: Human Resources | FLSA Status: Salary, Exempt |
| Reports To: SVP/Chief Employee Engagement Officer |  |
| Position Summary  The Diversity & Inclusion Manager will lead projects and programs that impact the Credit Union’s diversity representation, inclusion culture, compliance, member experience, and partnerships. This role is responsible for leading the Diversity & Inclusion (D&I) Program and internal communications efforts for diversity and inclusion.  The Diversity & Inclusion Manager plays a lead role in supporting a culture where diversity is valued and inclusion propels innovation, engagement and impact. This individual develops a diversity and inclusion strategy that emphasizes respect in our culture and encourages inclusion in everyday interactions with our customers, our team members and our communities. The position serves to facilitate and promote respect and inclusion to promote diversity and inclusion at all levels through education and awareness while ensuring organizational alignment. This role also measures, tracks and analyzes the effectiveness of diversity and inclusion efforts and proactively identifies trends and partnerships to make an impact. | |
| Supervisory Responsibilities:  None.  Leaders of Sound Credit Union embrace our Brand Purpose. We recognize our actions strongly impact our Brand-led culture. Therefore, we commit to consistently serve as Brand Advocates by modeling desired behaviors to inspire others through being Supportive, Open, Unified, iNclusive, and by Doing the right thing. | |

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| Experience: | Five years or experience leading programs or projects at a company, government institution, school, non-profit organization, or similar business required. Three years of high-level program management required. Experience in successfully planning, implementing and evaluating the effectiveness of diversity, equity and inclusion focused programs, events and/or services required. At least 10 years of life experience working closely with people from different backgrounds. |
| Education/Training: | High School Diploma or equivalent required. Bachelor’s degree in Marketing, Psychology, Sociology, Social Work, Organization Development, or Human Resources related field required. |
| License or Certificate: | Must be bondable. |

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| Essential Duties & Responsibilities | *To perform this job successfully, an individual must be able to perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*  **Program Management ( %):**   * Analyze and interpret diversity specific data to help them develop a D&I strategy and identify areas of focus. * Responsible for adoption, feedback and improvement of the Credit Union’s diversity and inclusion agenda. Create and carryout plans to address areas of need. * Collaborate with relevant business units to implement a calendar of activities to drive employee and community engagement around key D&I priorities, as well as responding to opportunities as they arise. * Develop D&I strategic plan to meet external diversity commitments and pledges or calls to action. * Create visibility in the business into successes, challenges, and opportunities for D&I. * Coordinate and provide strategic oversight for responses to all diversity requests from various associations and organizations. * Research “best in class” work and implement innovative and new approaches that drive measurable change through the business, recruiting and Human Resources (HR). * Lead research projects to identify areas of focus with the highest impact to Credit Union. * Develop and track reports on diversity retention and attrition. * Produce special and recurring reports. Assist in the analysis of D&I data.   **Internal Partnership ( %):**   * Manage customization of programs working closely with HR to develop and embed diversity and inclusion at all stages of the employee lifecycle. * Collaborate with HR staff in developing strategies to recruit diverse candidates and evaluate the progress of the Credit Union’sefforts in meeting established goals. * Coordinate implementation of D&I programs to drive a culture of inclusion fostering diverse talent. * Monitor project budgets and provide regular updates to the SVP/ Chief Employee Engagement Officer. * Provide ongoing project coordination among multiple D&I initiatives; track and manage timelines for projects and deliverables. * Support the development and maintenance of the D&I policies and procedures, including standard operating procedures and oversight of initiatives for long-term sustainability.   **Affinity Group Support and Development ( %):**   * Guide and coordinate with employee-driven initiatives to increase diversity and inclusion and to keep internal communications high on the agenda. * Provide logistical oversight of Employee Resource Groups including scheduling, budgeting reconciliation, and internal web presence updates.   **External Engagement ( %):**   * Ensure from the D&I lens the Credit Union’s diversity initiatives are reflected in all external communications. * Research and negotiate strategic diversity and gender equality speaking opportunities for organization leaders and create assets and talking points; attending and speak at events as and when required. * Generate relationships to keep firm management abreast of the diversity initiatives of its competitors. * Act as the main resource regarding the D&I landscape, emerging issues and opportunities; communicate them as relevant to management. * Monitor the media for coverage, new opportunities and issues and provide strategic guidance on whether reputation management is required. * Identify, establish and maintain relationships with industry associations, groups and partners. * Serve as a D&I point of contact/liaison, representing the D&I initiatives. * Provide high priority to member satisfaction; act in accordance with Sound Credit Union’s Brand expectations. * Report to work on time, as scheduled and abide by Sound Credit Union’s Personnel Policy concerning attendance. * Maintain intra/interdepartmental work flow by providing information to and cooperating with co-workers and working on variety of special department projects as needed. * Stay current with operational changes and required trainings. |
| Knowledge, Skills & Abilities | *The individual in this position should possess the following knowledge, skills, and/or abilities.*   * Ability to effectively partner with HR and business teams to effective build D&I programs and strategies. * Ability to influence without authority, think proactively, and function independently. * High level of comfort using data-driven decision making. * Ability to think strategically and programmatically; strong analytic skills are essential. * Ability to develop quick turn-around, practical recommendations based on data and research to inform strategic decisions in a fast-moving environment. * Excellent oral and written communication skills, with the ability to communicate complex information in an approachable manner. * Ability to provide progressively complex administrative support, including event coordination. * Ability to effectively present information to the Board of Directors, management and groups of people. * Advanced knowledge of local, state, and federal laws and regulations applicable to industry. * Advanced knowledge of the Credit Union industry and its operating practices. * Advanced knowledge of financial institution procedures, services and programs. * Excellent interpersonal and communication skills, including listening, oral, and written skills. * Proficient computer and typing skills, with intermediate knowledge/skills using Microsoft Office Suite. * Ability to work independently and as a team member while using discretion in decision making and sound judgment in problem solving. * Ability to work effectively, accurately, efficiently with a high degree of attention to detail. * Ability to organize and prioritize multiple projects and responsibilities while working in a fast-paced, deadline-oriented environment. * Ability to be flexible and responsive in order to provide the highest quality of service to internal and external members. * Must possess and exhibit a high degree of professionalism, maturity, and patience. |
|  | **Language Skills**  Requires the ability to read, write, communicate, and interpret information accurately in English. |
|  | **Mathematical Skills**  Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. |
|  | **Reasoning Ability**  Ability to define problems, collect data, establish facts, and draw valid conclusion. Ability to interpret a variety of technical instructions. |
| Physical Demands | *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*   * Requires the ability to operate, repetitively at times, a personal computer and calculator. Also requires ability to operate multi-line telephone, printer, facsimile and photocopier. * Requires the ability to concentrate and consistently produce accurate work. * While performing the duties of this job, the employee is frequently required to sit for up to 4 hours at a time; use hand to find, handle, or feel, reach with hands and arms; and talk or hear. * The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. * The employee must lift and/or move up to 30 lbs., as needed. * Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. |
| Work Environment | *The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*   * Duties are performed in an office environment but may also require traveling to other facilities using employee's personal transportation. * The noise level is moderate. * The physical exertion is moderate. * There are frequent employee/member contacts and interruptions in person and via the telephone during the day. |
| Acknowledgments | *Sound Credit Union believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this job description is designed to outline primary duties, qualifications, and job scope, but does not limit the incumbent nor the Credit Union to only the work identified herein. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.* |
| I acknowledge that by signing below:   * I have read and understand the duties, responsibilities, and expectations of my position. * I need not and should not sign the form unless the statements in it are completely true and accurate. I acknowledge, understand, and agree that I have been encouraged to talk to a representative of the Human Resources Department before signing the job description if any changes or corrections are necessary to make it completely accurate. * The contents contained therein are subject to change, meaning Sound Credit Union may, from time to time in its sole and absolute discretion, with or without prior notice, change, rescind, add or remove any essential duties, standardize essential duties, required experience/education/training/licensing, knowledge, abilities, physical demands, and work environment, described in the job description and that it is my responsibility to remain current on its contents. * No promises or assurances of any kind were made to me to accept or to continue my employment for any specific length of time. I acknowledge, understand, and agree that no one is authorized to make any such promises, and any such promises could not reasonably be relied upon. * My employment is "at will," which means either Sound Credit Union or I may terminate the employment relationship at any time either of us desires it, with or without any reason, and no written or oral promises, assurances, or representations to the contrary, whether expressed or implied, have been made to me at any time, whether before or during my employment. * This signed job description supersedes any and all previous job descriptions for Sound Credit I have signed. | |

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| Employee’s **Printed** Name | Employee’s Signature | Date |
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