



# Chief Human Resources Officer

POSITION INFORMATION

Susquehanna University is seeking applications and nominations for a **Chief Human Resources Officer (CHRO)** to serve as a strategic leader and trusted advisor driving innovative and inclusive human resources initiatives that align with the mission and strategic goals of the university.

**Higher education is experiencing meaningful change, shaped by demographic shifts, evolving workforce expectations, regulatory complexity and rapid advances in technology. At Susquehanna University, these forces are met with a steady, mission-centered approach rooted in close relationships, shared governance and a commitment to purposeful growth.**

**As a residential liberal arts institution, Susquehanna's faculty and staff are deeply engaged in shaping the student experience. Leaders are accessible, collaborative and accountable. Institutional decisions are guided by long-term sustainability and institutional priorities. Within this environment, people and culture are central to institutional success.**

**The Chief Human Resources Officer will join the university at a time when thoughtful leadership development, workforce planning and future-ready practices will further strengthen the institution.**





## THE POSITION

### THE CHIEF HUMAN RESOURCES OFFICER (CHRO)

**reports to the Vice President for Operations and provides visionary leadership and expertise across the full spectrum of Human Resource functions, including talent management, total rewards, employee relations, compliance, workforce analytics, training and development, performance management, payroll, and provides oversight for the Title IX Coordinator and related institutional responsibilities.**

This position offers the opportunity to lead HR at an institution where culture matters deeply and individual contributions are visible and valued. The CHRO will help shape culture, strengthen leadership capacity and guide workforce transformation in a university community grounded in collaboration and intellectual curiosity. Key priorities for the year ahead include:

- ▶ **Strengthening Leadership Capacity and AI Readiness**  
Develop and implement a leadership development framework that strengthens core management skills tied to strategic planning and outcomes, and expands capacity to thoughtfully integrate technology and AI into daily operations.
- ▶ **Deepening Employee Engagement and Belonging**  
Lead a comprehensive engagement assessment and translate findings into targeted initiatives that reinforce institutional values, strengthen culture and support a thriving workplace community.
- ▶ **Strengthening Faculty and Staff Recruitment**  
Enhance recruitment practices to attract and retain high-quality faculty and staff in an evolving labor market. Build sustainable and inclusive candidate pipelines, improve process effectiveness, and establish clear metrics to inform hiring decisions and workforce planning.
- ▶ **Elevating the Student Employment Experience**  
Advance student employment as a meaningful learning experience that develops professional skills and prepares students for their first destination after graduation. Enhance supervisor training and use data-informed assessment to support operational effectiveness and long-term student success.

### KEY DUTIES & RESPONSIBILITIES

- ▶ **Strategic Partner and Advisor:** Serve as a strategic partner and advisor to university leaders, offering insights and guidance on human resource matters. Collaborate with leaders to align HR strategies with the broader mission and goals of the institution.
- ▶ **Inclusive HR Strategies:** Design and execute human resources strategies that support belonging in the workplace. Create programs, policies and training to cultivate a culture that values and respects individual differences.
- ▶ **Talent Acquisition:** Oversee the recruitment process for faculty and staff, employing strategies to attract and retain a talented workforce.
- ▶ **Student Employment:** Oversee all aspects of the student employment process with the express goal of helping to meet the labor needs of the campus community while providing a meaningful experience for students to help prepare them for a successful transition to life, work and a career after graduation.
- ▶ **Employee Relations:** Lead efforts to create a positive environment handling employee relations and conflict resolution with a focus on fairness, equity and open communication.
- ▶ **Total Rewards Management:** Oversee a comprehensive total rewards program encompassing competitive compensation and benefits. This includes professional development, recognition and wellness programs. Provide support for the Vice President for Operations in developing and managing executive compensation in accordance with IRS regulations.
- ▶ **Administrative Leadership Team:** Lead the Administrative Leadership Team meetings, strategically utilizing these gatherings as platforms for targeted training, constructive feedback solicitation and vital information sharing. Through these sessions, foster a collaborative and growth-oriented atmosphere, ensuring that leadership within the university is continually refined and aligned with institutional objectives.
- ▶ **Policy Development and Compliance Oversight:** Champion the development of Human Resource policies and procedures that not only comply with relevant laws and regulations but also reflect a commitment to belonging. Take the lead in overseeing the University Policy Management Group and stay attuned to evolving best practices to continually enhance policies in alignment with institutional strategies.
- ▶ **Title IX:** Oversee Title IX compliance, ensuring adherence to federal regulations and fostering a safe, inclusive environment for all members of our university community.
- ▶ **Workforce Metrics:** Analyze workforce metrics to recognize success and drive performance improvement. Set and implement Human Resources goals to ensure HR strategies align with the institutional strategic plan. Design workforce dashboard(s) to share with senior leaders and the Board of Trustees on a regular basis.
- ▶ **Performance Management:** Strengthen the existing performance management process by equipping leaders to hold effective check-ins, provide constructive feedback, and support shared goal-setting. Promote a culture of continuous growth through regular, meaningful performance conversations between faculty, staff and their supervisors.
- ▶ **Technology:** Partner with IT and other departments on organizational change initiatives, particularly around AI adoption and workforce transformation; communicate about technological change in ways that build employee confidence.

As a member of the Susquehanna University community, you are also responsible for:

- Demonstrating a commitment to creating an inclusive culture that embraces differences such as gender, sexual orientation, race, ethnicity, social class, marital and parental status, disability, age, religion, gender identity or expression, geography, and national origin.
- Understanding that as a staff member of Susquehanna University, you are considered a Responsible Employee under Title IX, and are expected to fulfill the responsibilities as such.
- Realizing that this position is one that is classified as “essential personnel” and you will be expected to respond if the need arises.
- Contributing to the overall success of your department and the university by performing other duties and responsibilities as assigned.

## QUALIFICATIONS

### Knowledge, Skills, Abilities

Ability to provide strategic leadership that aligns HR functions with the university’s mission and goals, and to develop initiatives that promote a strong culture of belonging. Bring a human-centered philosophy that focuses on people and culture. A demonstrated skill in fostering positive employee relations and supporting fair, equity-minded conflict resolution and communication through strong listening skills balanced with the ability to make difficult decisions and communicate difficult messages. Expertise in designing and managing comprehensive total rewards programs and in developing HR policies that ensure legal compliance while aligning with the mission of the institution. Excellent interpersonal, written and verbal communication skills, with the

ability to build collaborative relationships and work effectively both independently and as a team member. Strong analytical, problem-solving and organizational skills, including the ability to prioritize, manage multiple responsibilities, and use technology effectively in a fast-paced environment.

### Education & Experience

- ▶ Bachelor’s degree required, Master’s degree preferred.
- ▶ Seven years of progressive Human Resources experience required. Experience with Title IX compliance preferred.
- ▶ Society for Human Resources Management (SHRM) certification with Workplace Investigation Specialty credential required within the first year of employment.



# To Apply

Susquehanna University has retained Opus Partners ([opuspartners.net](http://opuspartners.net)) to support this recruitment. Kenna Boyd, Partner, and Marisea Rivera, Senior Associate, are leading the search.

Confidential inquiries, applications and nominations should be submitted by email to Marisea Rivera at [marisea.rivera@opuspartners.net](mailto:marisea.rivera@opuspartners.net).

To be considered by the university’s search committee, candidates must provide a CV/résumé and a letter of introduction that addresses the specific responsibilities, expectations and qualifications described above. Please consult Opus Partners for more information about the application process.



## THE UNIVERSITY

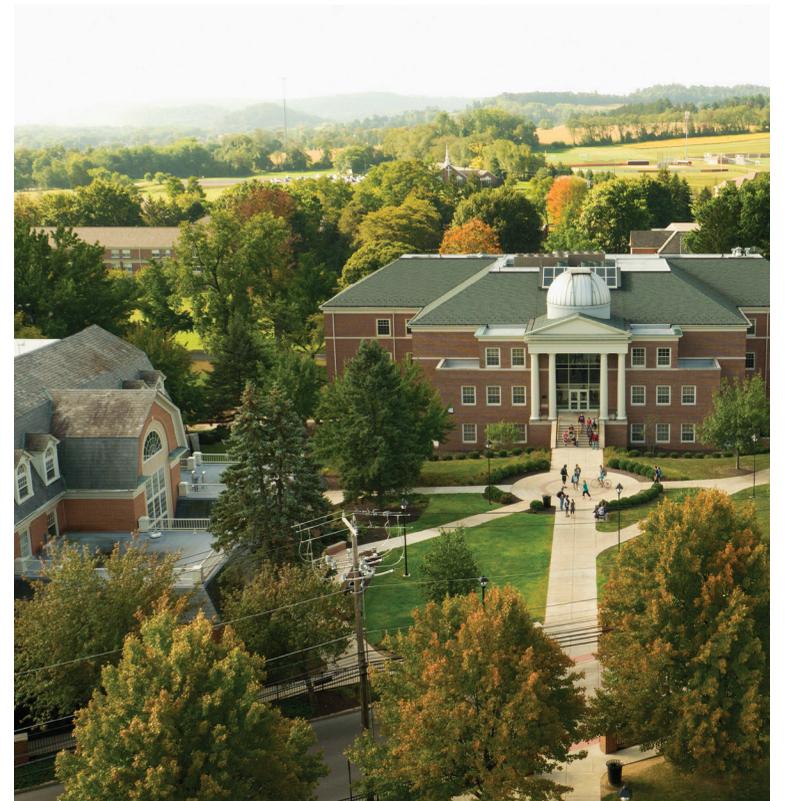
**Susquehanna University is the future-ready institution for today, invested in cultivating intellectual grounding, active learning and global citizenship for all students. Renowned as one of the finest U.S. national liberal arts colleges, Susquehanna inspires and challenges 2,100 enterprising, bright-minded students studying the arts, business, humanities and sciences. Our students seize opportunities through exceptional worldwide internships, expert-guided research and an acclaimed study-abroad program, leading to a transformative education that empowers each graduate to realize their unique potential and lead a successful and meaningful life.**

A supportive university community in the picturesque heart of Pennsylvania, Susquehanna takes pride in its namesake, the nearby majestic Susquehanna River. Among tree-covered surroundings, the Susquehanna campus and valley community provide a wealth of amenities, as well as a calm expanse that profoundly influences our state of mind, deepening our sense of focus.

The town of Selinsgrove, characterized by early American architecture, creates a welcoming, walkable community adorned with shops, eateries and engaging activities. The Susquehanna River Valley, with its fresh air, provides four distinct seasons amidst a backdrop of vibrant autumn foliage, occasional winter snowfalls, flower-filled springs and warm summer evenings illuminated by fireflies. Nearby outdoor recreational areas for hiking, kayaking, fishing and skiing – and the bustling cultural and commerce hubs of New York City, Washington, D.C., Baltimore and Philadelphia within a three-hour drive – present abundant opportunities for learning and discovery.

A residential campus, Susquehanna University provides a nurturing college home environment that fosters individual growth and lasting connections with others. Within our community of dedicated faculty and supportive staff, students are embraced by a second family that encourages exploration and rewards learning from failure. Our nurturing environment – where nobody goes unnoticed, and everyone stands out – enriches a profound sense of belonging. As a result, each student's journey is marked by fulfillment and memorable experiences that help them create their path to success.

Susquehanna University maintains an endowment of over \$250 million that propels its strategic efforts and provides long-term resources to support its future goals. The university earned a spot on Forbes' prestigious 2023 list of America's Best Small Employers. Susquehanna also lands in the top 200 colleges and universities in the United States in the Wall Street Journal/College Pulse 2026 ranking. Susquehanna continues its ascent in U.S. News & World Report's Best National Liberal Arts Colleges ranking, breaking the top 100 at No. 96. The university was also ranked No. 38 among Best Value Schools and No. 73 in Undergraduate Teaching Programs among national liberal arts colleges.



# Susquehanna

UNIVERSITY

514 University Avenue, Selinsgrove, PA 17870

[SUSQU.EDU](http://SUSQU.EDU) | [SURIVERHAWKS.COM](http://SURIVERHAWKS.COM)



As a living, learning, and working community, Susquehanna University affirms its commitment to being an engaged, culturally inclusive campus. As we seek to embody the rich diversity of the human community, we commit ourselves to the full participation of persons who represent the breadth of human difference.

The university encourages candidates from historically underrepresented groups to apply.

Susquehanna University is an Equal Opportunity Employer.