



# North American Development Bank

## Job Description

**Position Title:** Associate Director of People & Culture

**Department/Unit:** Human Resources and Facility Management

**Reports to:** Head of Human Resources and Facility Management

**Eligible to  
Work Remotely:**

- ☐ Yes  
☐ No  
☒ Hybrid

**Work Location:** ☐ San Antonio Office  
☐ Juarez Office  
☒ Either location

### Summary of Job Expectations

The Associate Director of Human Resources and Facilities Management will serve as a key leader of the unit's team. Working closely with the Head of the Unit, the Associate Director is expected to oversee the day-to-day operation of human resources, payroll, benefit administration, recruiting, training, visa processing and facilities management. The Associate Director is expected to exercise independent judgement, lead cross-functional initiatives, and provide leadership and continuity across all areas of responsibility.

### Core Responsibilities and Results

#### Human Capital

- Lead workforce planning efforts that strengthen the Bank's ability to attract, retain and develop high-performing talent.
- Develop succession planning strategies and identify opportunities to strengthen organizational effectiveness through workforce planning, talent pipeline development, workforce capability assessments, and preparation for future staffing needs.
- Recommend improvements to increase efficiency, accountability and staff engagement.

#### Talent Acquisition and Development

- Ensure the Bank attracts, evaluates and hires highly qualified candidates.
- Partner with leaders to identify organizational needs and coordinate staff learning opportunities ensuring staff develop knowledge and competencies required for current and future roles.
- Design and lead leadership development, coaching and mentoring that prepare high-potential staff and managers for future leadership opportunities.

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- Promote a culture of continuous learning and capability building aligned with the Bank's priorities and future workforce needs.
- Lead staff engagement efforts that support collaboration, communication, and a positive work environment.

### **Performance Management and Change Leadership**

- Lead NADBank's performance management framework ensuring performance expectations, goal setting and development planning promote accountability and continuous improvement. that reinforce accountability.
- Provide guidance to managers on performance issues, workplace conduct and employee relations to foster a positive and high-performing workplace culture.
- Lead and support change management efforts that improve organizational effectiveness and sustain innovation.

Contribute to the development and implementation of policies and practices that support effective people management.

### **Human Resources Operations**

- Oversee core HR operations, including payroll, benefits administration, and visa processing.
- Provide sound guidance to managers and staff on workplace conduct, performance management, employee relations, and appropriate corrective action and help address issues before they escalate.
- Help ensure consistency in the application of HR policies and procedures.
- Lead or oversee workplace investigations involving staff concerns, complaints, policy violations and disciplinary matters in accordance to NADBank's policies.

### **Minimum Education and Experience**

- Bachelor's degree in Human Resources, Organizational Development, Business Administration, Public Administration, Organizational Psychology, or a related field. A master's degree is preferred.
- Minimum of 7–10 years of progressively responsible experience in human resources, employee relations, and workforce planning.
- Experience supporting organizational change and leadership development is strongly preferred.
- Experience supporting workplace operations and facilities management is preferred but not required.

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- Experience leading human resources functions in a multinational or international organization is highly desirable.

## **Knowledge, Skills and Abilities**

- Strong knowledge of human resources practices, employee relations, workforce planning, and talent management.
- Ability to identify opportunities for organizational improvement and implement practical, results-oriented solutions.
- Strong operational, analytical, and problem-solving skills, with the ability to manage competing priorities effectively.
- Sound judgment, professionalism, discretion, with a strong commitment to confidentiality.
- Ability to work independently, exercise good judgment, and manage sensitive matters with appropriate escalation.
- Strong interpersonal and communication skills, with the ability to build trust and work effectively across all levels of the organization.
- Financial and operational awareness.
- Fluency in English and Spanish.

The North American Development Bank is committed to providing equal opportunities in employment and promotional opportunities that embraces diversity based on race, color, gender, religion, age, sexual orientation, gender identity or expression, disability, social status, political affiliation, or nationality subject to any Bank member country.