

WORCESTER, MA - Chief Diversity Officer

Position Statement



Summary

The City of Worcester, MA, seeks a dynamic individual for the position of Chief Diversity Officer (CDO). Reporting directly to the City Manager and in concert with the Director of Human Resources, the CDO will serve as a visible agent, who will lead the City Manager's diversity agenda; areas of hiring, leadership and career development, diversity training, strategic planning, recruitment and retention. The CDO will develop policies and programs to attract, retain and promote a diverse workforce for the organization; while performing outreach to various community, academic, and business organizations to increase diverse employment opportunities for underrepresented demographic groups. The CDO will assist with creating best practices to enhance workplace morale and identify and develop high potential talent. **Bilingual/bicultural candidates are encouraged to apply.**

Other responsibilities of the Chief Diversity Officer include:

- Update and maintain the City's [Affirmative Action Plan](#) for hiring and promotion;
- Serve as staff liaison to the Diversity and Inclusion Advisory Committee;
- As representative of the City Manager's Cabinet, work with all Departments, Divisions, Managers, and Supervisors to implement equity and inclusion goals.
- Oversee compliance with the Equal Opportunity Employment standards and relevant city, state, and federal statutes.



The Community

Worcester is a City of approximately 185,000 residents located in the center of Massachusetts, between Boston and Springfield. [Worcester](#), known as the “Heart of the Commonwealth,” was incorporated as a town in 1722 and as a city in 1848. It is the second most populous city in New England following Boston. Worcester is approximately 40 west of Boston, 50 miles east of Springfield, and 40 miles north of Providence, R.I. The City has a total area of 38.6 square miles. It is bordered by the communities of Auburn, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, and West Boylston.



Worcester is a vibrant, bustling, and growing community. It has successfully emerged as a leader in advanced manufacturing, biotechnology, information technology, education, financial services, health care, and medical research. UMass Medical School as well as UMass Memorial Health Care and Saint Vincent Hospital are located in Worcester. The City is also home to numerous colleges, including College of the Holy Cross, Clark University, Worcester Polytechnic Institute, Worcester State University, Assumption College, Becker College, and a campus of the Massachusetts College of Pharmacy and Health Sciences. In the late 1990s, a convention center was built in downtown Worcester and in 2000 Union Station was reopened following a \$32 million renovation.

During the turn of the 19th century, Worcester’s economy first moved into manufacturing. Factories were built along the Blackstone River producing textiles, clothing, and shoes. When the Blackstone Canal was built in 1828, followed by the Worcester and Boston Railroad in 1835, the manufacturing industry began to thrive. Immigrants seeking a more prosperous life were attracted to the City due to the numerous job opportunities. Worcester also became a manufacturer of machinery, wire products, and power looms. In the 20th century, manufacturing began to move overseas sparking an economic downturn. In the late 20th century, the local economy began to recover as the City expanded into the biotechnology and healthcare fields.



Today, there is more than \$2.6 billion in private and public investment underway in Worcester. The \$565 million, multi-phased [CitySquare](#) project, located in the heart of Worcester, includes 365 housing units, 168 hotel rooms, and 550 parking spaces. New office buildings, a hospital expansion, retail, and restaurants are also part of the overall project.

Construction is underway for a state-of-the-art [ballpark](#) to host the Worcester Red Sox; additional [Green Island and Canal District](#) development will include retail and restaurant space as well as a 500-space municipal parking garage; and Kelley Square will be redesigned to make it safer for drivers, cyclists, and pedestrians. Additionally, two [major high school projects](#) are in the works with other school projects recently completed; an \$11 million reconstruction of [Main Street](#) is beginning; and a [two-phase project](#) replacing an existing 1930's steel water main that transfers water between the Quinapoxet Reservoir and the Kendall Reservoir in the Town of Holden is edging toward completion.

Worcester offers the best of both large and small cities with its diverse neighborhoods, quality public schools, renowned colleges and universities, access to a vibrant and diverse arts and culture scene, sports, concert halls, restaurants and entertainment, reliable local and regional transportation, and a proud tradition of innovation and enterprise.

Worcester At A Glance

- Population: 185,877 (est.)
- Households: 71,145
- Total Annual Budget FY20: \$685.7 million
- Land Area: 37.37 square miles
- Road Miles: 523.37
- Median Home Value: \$233,400
- Median Household Income: \$46,407 (est.)
- Government Type: Council-Manager

Sources: U.S. Census and City of Worcester



City Government

The City of Worcester continues to further its reputation as a well-run, financially sound municipal organization. Worcester is governed by a Council-Manager, or Plan E, form of government with a popularly elected Mayor, 11 City Council members, and a City Manager. The Chief Diversity Officer position is a representative of the City Manager’s Cabinet and reports directly to the [City Manager](#).

Worcester is a diverse governmental body, consisting of numerous departments, divisions, and sections all working together to serve the residents of Worcester. The main goal of each department, division, and section is simple: to provide the best services possible each day in order to produce a comfortable environment in which to live, work, and visit. Over the past few years, the City has launched a series of [commercials](#) to celebrate Diversity and Inclusion across all departments.

City Finances

Worcester’s [FY20 budget](#) is \$685.7 million, which reflects an increase from the previous year of 5%, the majority of which was committed to the Worcester Public Schools. The City has a Standard & Poor’s rating of AA- and a Moody’s rating of Aa3, both with stable outlooks. Worcester has a sizeable tax base, anchored by multiple health and higher education institutions along with strong redevelopment potential and considerable redevelopment that is currently occurring. Moody’s recently noted that the City has stable financial operations with satisfactory reserves supported by formally adopted fiscal policies and conservative budgeting. Worcester’s Comprehensive Annual Financial Reports, Federal Programs Audit Reports, and Management Letters can be located on the [City Auditor’s page](#) of the City’s website.



Position of Chief Diversity Officer

A priority of the City of Worcester is to enhance the diversity in its workforce. The [Diversity & Inclusion](#) Division is dedicated to recruiting, hiring, including, developing, retaining, engaging, and motivating a diverse, results-oriented, high-performing workforce. This is accomplished by:

- Adjusting employment and promotion processes;
- Using strategic hiring initiatives for underrepresented people;
- Ensuring all employees have access to diversity and inclusion training and education.

The City of Worcester is working toward having a more diverse workforce. The City is proud to have increased its minority representation by 66% from 188 in 2012 to 312 in 2019. This reflects an increase in the total municipal workforce from 11% in 2012 to 17.4% in 2019. More detailed [statistics](#) regarding the diversity of the City of Worcester's workforce can be reviewed on the City's website.

Worcester is seeking a dynamic and engaged Chief Diversity Officer who can think strategically and knows how to motivate others. The CDO is not required to directly supervise any employees; however, the CDO works closely with all departments and is accountable for the direction and success of Diversity and Inclusion programs through all departments/divisions. Preferred candidates will have the ability to lead through influence. The CDO should know how to assist City employees in acquiring training, gaining new skills, and developing their careers. The CDO will strive to increase the number of women and minorities who work for the City, so the workforce and volunteer positions truly represent the community they serve. The successful candidate must have excellent written and verbal communication, extensive problem-solving skills, and the ability to compile extensive EEO/AA data to ensure proper tracking and reporting as well as the ability to study and analyze the barriers to diversifying the workforce, develop strategy and plans to overcome those barriers, and the ability to train a large workforce on Diversity and Inclusion, Unintentional Biases, and Civility.



Compensation

Annual Salary: \$61,000 to \$81,000, commensurate with qualifications. An attractive benefits package, including health and retirement plans, is part of the compensation package.

Education and Experience

- Bachelor's degree (Master's preferred) in public administration, Human Resources management, organizational behavior, or closely related field, and 2 years of full-time professional experience in: personnel or public administration, recruitment, personnel relations, staff development, employment program planning/ administration, or related area.
- Six months experience in Human Resources preferred and 5 years of experience with Diversity and Inclusion Initiatives.
- 18 months of above-listed experience in a managerial, administrative, or supervisory capacity is preferred.
- Certifications as a Diversity and Inclusion, or labor relations or Human Resources professional are preferred along with existing memberships in best practices organizations.
- Excellent written and verbal communication skills.
- Extensive problem-solving skills.
- Effective presentation skills.
- Ability to accurately compile data and conduct analysis.
- Thorough knowledge of City department operations.
- Ability to maintain an understanding of the Worcester City Ordinances.
- Ability to work independently and be self-motivated.

As a condition of employment, employee must be CORI certified.

How To Apply

Interested applicants should send a cover letter and résumé, in confidence, via email to:

Apply@communityparadigm.com

Subject: Worcester CDO

Submit a single PDF containing both cover letter and résumé.

Position is Open Until Filled with a first round of résumé reviews on July 17, 2020. Résumés will be reviewed according to the outlined qualifications. Applicants chosen to interview for the position will be contacted by Community Paradigm Associates. Finalists will be asked to submit references and for approval of background reviews before their name is advanced to the City Manager.

Questions regarding the position should be directed to:

Bernard Lynch, Principal
Community Paradigm Associates
BLynch@communityparadigm.com
978-621-6733

The City of Worcester, Mass., is an Equal Opportunity/Affirmative Action Employer.