



ORGANIZATIONAL PERFORMANCE DIRECTOR

The Opportunity

Working closely with the three Village Managers, the Senior Leadership Team, and staff, the Organizational Performance Director will lead, advise and partner with others to plan, organize, develop, and implement improvements to programs and processes that help the Village achieve its strategic goals and objectives. This position reflects the Village's commitment to strategic planning and performance management, as well as a continued desire to create a climate conducive to organizational excellence. The Organizational Performance Director will collaborate with the Village's 11 operating departments, will oversee Balanced Scorecards that contain over 280 Key Performance Indicators, and will serve as a visible champion and change agent for the organization in aligning priorities, allocating resources, and making improvements that produce results.

The Organizational Performance Director will utilize the Baldrige Performance Excellence Framework, which the Village adopted in 2013, to effectively and efficiently refine and improve upon processes and systems across the entire organization. This position will also lead the development of the annual Strategic Operating Plan that is aligned with the Long Range Comprehensive Plan and oversee the Village's performance measurement system using the Balanced Scorecard model. Using data and benchmarking, the Organizational Performance Director will select, collect, and align organizational data and information to help make fact-based decisions and ensure effective organizational knowledge management.

The Ideal Candidate

The Village is seeking a high energy leader with strong interpersonal skills who is committed to delivering exceptional customer service to internal and external customers by developing effective interpersonal relationships. The ideal candidate will be adept at change management, show a commitment to continuously improving, have strong problem-solving skills, be open-minded, be able to lead others to consensus, will demonstrate sound independent judgement, and be skilled at facilitating group meetings. A successful candidate will consciously and strategically balance possibilities with reality, which may involve a phased implementation of ideas and initiatives.

Experience and Education

Graduation from a four year university with a degree in public administration, business administration or related field and and considerable experience in public sector management; or an equivalent combination of education and experience.

A master's degree in public or business administration or a related field is preferred. Familiarity with LEAN, Six Sigma, or the Baldrige Performance Excellence Framework is required.





About the Village

With a growing population of approximately 18,500, the historic, charming, and vibrant Village is home to retirees and young families alike. While the Village is primarily a residential community, the quaint New England style Village Center offers dining, boutique shops, and cultural events where the community gathers regularly.

The recipients of multiple national awards and honors, the approximately 155 employees of the Village of Pinehurst are committed to excellence to ensure a high quality of life for its residents, businesses, and visitors. Pinehurst has been repeatedly named as one of the safest cities in North Carolina, has received numerous awards for financial reporting and budgeting, has been recognized as Digital City, has an internationally accredited fire department, and has been recognized for continuous improvement efforts through the NC Awards for Excellence Program.

The two largest employers in Moore County are located in Pinehurst and are service-related. FirstHealth of the Carolinas is a private, not-for-profit health care network serving 15 counties in the mid-Carolinas. Pinehurst Resort, owned by Pinehurst, LLC operates 10 championship golf courses, including the famous Pinehurst No. 2 course (site of the 1999, 2005, and 2024 U.S. Open Championships). Pinehurst Resort also hosted 14 days of championship play in June 2014, with back-to-back U.S. Open and U.S. Women's Open Championships—for the first time in history. The U.S. Open and U.S. Women's Open Championship will return to Pinehurst again, back-to-back, in 2029.

With 99% of residents and businesses rating the quality of life in Pinehurst as good or excellent for several years in a row, no wonder SmartTravel.Tips ranked the Village of Pinehurst as the #1 place to live in North Carolina.

Application and Selection Process

Applications for this position will be received online through August 25, 2024 at www.vopnc.org/hr.

A cover letter, resume, and completed online application including completion of supplemental questions are required by the filing deadline.

Only those candidates determined to be the most qualified on the basis of experience, training, and education will be invited to participate further in the selection process. Interviews are tentatively scheduled for late August or early September, and a decision is expected shortly thereafter.

For further information, please go to www.vopnc.org/hr or contact:

Angela Kantor
Village of Pinehurst
Human Resources Director
395 Magnolia Road
Pinehurst, NC 28374
910-295-1900 ext. 1245

Hear what our employees have to say on this [video](#) about our Village!

Compensation and Benefits

The salary range for this position is \$82,983 to \$124,475. The Village also offers a competitive benefits package which includes, but is not limited to:

- **Vacation:** 20 days of vacation pay per year
- **Holidays:** 12 paid holidays per year
- **Sick Leave:** 12 sick days per year
- **Insurance:** Medical (PPO and HDHP with HSA options available), dental, and vision insurance – employee premiums fully paid by the Village; optional supplemental coverages are also available
- **Retirement:** Village contributes 5% of salary to 401(k) retirement plan; participation in the NC Local Government Employee Retirement System; voluntary 457(b) retirement plan
- **Additional Benefits:** Employee Assistance Program, tuition reimbursement, 10% discount of Parks & Recreation fees, and more.

