

## Now Hiring: Chief People Officer (CPO)

**Lead with purpose. Grow with a people-first organization.**

Pacific Service Credit Union (PSCU) is seeking a forward-thinking, experienced **Senior Vice President, Chief People Officer (CPO)** to join our executive leadership team. This is more than a position; it's a pivotal opportunity to shape the future of people strategy, leadership development, and organizational culture at one of the industry's most trusted and financially strong credit unions.

At PSCU, people come first, our members, our employees, and the communities we serve. That commitment has earned us recognition as a **Top Workplace for six years in a row**, and it defines how we work, grow, and lead together. We hire collaborative, innovative professionals who share our passion for excellence, integrity, and making an impact through purpose-driven leadership.

As the SVP, Chief People Officer, you'll provide executive leadership of the organization's people strategy, overseeing talent acquisition, leadership development, workforce planning, total rewards, organizational design, employee relations, and learning and development. Reporting directly to the President & CEO and serving as a key member of the Senior Leadership Team, you'll design and execute a forward-looking, enterprise-wide people strategy that enables organizational growth, strengthens leadership capability, and delivers an exceptional employee experience.

You'll lead efforts to align talent, culture, and organizational effectiveness with PSCU's long-term strategic goals. Your leadership will help shape the organization's leadership pipeline, advance workforce capabilities, strengthen employee engagement, and ensure compliance with evolving employment regulations. By partnering closely with executive leadership and the Board, you'll embed strong people practices that support innovation, accountability, and sustained performance across the organization.

This is an especially exciting time to join PSCU. The credit union is in a position of exceptional financial strength and is investing in technology, operational capabilities, and future-ready talent strategies to support continued growth. As Chief People Officer, you will play a central role in guiding that journey, building a high-performing culture, empowering leaders and teams, and ensuring PSCU continues to attract, develop, and retain the talent needed to deliver exceptional service to our members and communities.

You'll report directly to Jenna Lampson, President and CEO, a dynamic and inspiring leader known for her authenticity, mentorship, and people-first mindset. Jenna leads with vision and purpose, cultivating a culture where every leader's voice is valued and every contribution matters.

If you're ready to lead boldly, protect strategically, and help shape the next chapter of PSCU's success, we'd love to meet you.

Please submit your resume or inquiries directly to our Talent Acquisition Partner – TQC Team CUSO, addressed to Sonya B. at [slb@tqcteam.com](mailto:slb@tqcteam.com), and kindly copy [info@tqcteam.com](mailto:info@tqcteam.com).

**Salary Range: \$255,000 – \$315,000.**



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<b>Job Title:</b>	<b>SVP, Chief People Officer</b>		
<b>Department:</b>	Human Resources & Administration		
<b>FLSA Status:</b>	Exempt	<b>Pay Grade:</b>	SVP
<b>Direct Reports:</b>	Yes	<b>Reports to:</b>	President and Chief Executive Officer

### About this Role

At Pacific Service Credit Union, we are committed to strategic growth through trust, innovation, and operational excellence. By empowering our internal teams with the tools and support they need to succeed, we strengthen organizational efficiency, ensure compliance, and advance our mission of enhancing member financial well-being.

The Senior Vice President, Chief People Officer (CPO) is responsible for designing and executing an enterprise people strategy that enables organizational growth, leadership excellence, operational effectiveness, and an exceptional employee experience.

As a key member of the Senior Leadership Team, the CPO partners closely with senior leaders to align talent, culture, organizational design, and leadership capability with the credit union's long-term growth strategy. This role ensures that the organization attracts, develops, and retains high-performing talent while fostering a values-driven, inclusive, and high-engagement culture that supports innovation, accountability, and sustained performance.

This role requires a dynamic leader with exceptional business acumen, excellent communication skills, and a demonstrated record of delivering sustainable strategic growth. The position is critical to the organization's growth and long-term success, demanding a forward-thinking, innovative leader capable of advancing strategic initiatives and creating lasting impact.

### Essential Job Functions

- Develop and execute a forward-looking enterprise people strategy aligned with organizational growth priorities and long-term strategic plans.
- Partner with executive leadership to design scalable organizational structures that enable efficiency, innovation, and future expansion.
- Lead enterprise workforce planning initiatives to ensure the organization has the talent and capabilities required to support strategic growth.
- Provide strategic counsel to the CEO and executive team on organizational effectiveness, leadership alignment, change readiness, and employment compliance strategy, ensuring informed decision-making that balances growth, culture, and regulatory expectations.
- Provide enterprise leadership and oversight of employment-related regulatory compliance, ensuring organizational adherence to all applicable federal, state, and local labor, wage-and-hour, leave, workplace regulations, and credit union policies; proactively monitor regulatory changes and implement policies, training, and controls that mitigate employment-related risk.
- Design and implement enterprise leadership development and succession strategies that build a strong internal leadership pipeline.



- Oversee talent acquisition, onboarding, performance management, and development programs to attract and retain high-performing employees.
- Lead enterprise learning strategies focused on building leadership capability, technical excellence, and future-ready workforce skills.
- Provide strategic oversight and partner with executives to develop performance management frameworks that reinforce accountability, recognition, and results-driven performance.
- Champion organizational culture initiatives that reinforce the credit union's core values, engagement, and employee experience.
- Lead enterprise change management strategies to support transformation initiatives, organizational redesigns, and major strategic programs.
- Oversee the design and administration of competitive compensation, incentive, and benefits programs that support talent attraction, retention, and performance.
- Ensure total rewards programs align with organizational performance, financial sustainability, and market competitiveness.
- Provide executive oversight of employee relations strategies that promote fairness, consistency, and a positive work environment.
- Guide organizational policy development to support operational effectiveness, risk management, and a strong employee value proposition.
- Identify opportunities to increase productivity, reduce complexity, improve speed to market, and create long-term sustainable value through people, processes, and technology.
- Develop and oversee measurable financial, operational, and experience-based performance goals; accountable for achieving results.
- Lead, mentor and develop teams fostering a culture of high performance, continuous improvement and professional growth in accordance with the credit union's performance management philosophy.
- Set clear goals and objectives for team members, providing regular feedback and performance evaluations.
- Provide oversight of the creation, implementation and measurement of the annual human resources, training, compensation and benefits budget.
- Govern contract negotiations and oversight of vendor relationships.
- Take ownership of responsibilities, set clear objectives, deliver results, and follow through on commitments.
- Model integrity and professionalism, reinforcing trust, discipline, and operational excellence within the team.
- Collaboratively participate in strategic and long-range planning with the credit union's senior management team to drive growth and profitability.
- Attend monthly board of directors' meetings, prepare meeting content and make presentations, as required.
- Participate in development and attend the annual strategic planning meeting.
- Comply with all anti-money laundering laws, including the Bank Secrecy Act, OFAC regulations, and the USA PATRIOT Act, as well as all related policies and procedures.
- Demonstrate dependable performance including attendance and punctuality, recognizing that it is essential to organizational excellence and operational success.

## Supporting Functions

- Provide back-up and support to President and CEO, as directed.



- Performs special projects and other responsibilities, as directed.

## Competencies

The following competencies are essential for success in this role:

**Builds and elevates culture:** Cultivates a high-performing, inclusive work environment aligned with organizational values; ensures team members feel heard, empowered, and connected to the mission, fostering engagement and long-term growth. Serve as a role model for professionalism, collaboration and the pursuit of excellence.

**Shapes vision and strategy:** Defines and articulates a compelling vision; translates strategic goals into actionable initiatives that link short-term execution with long-term objectives to drive organizational growth.

**Growth mindset:** Actively identifies opportunities to grow the business and accelerate performance; embraces challenges, quickly masters new concepts and tools, and encourages teams to leverage opportunities for innovation and improvement.

**Drives innovation and continuous improvement:** Champions creativity and calculated risk-taking; creates a safe environment for experimentation, learning from failures, and implementing new approaches that advance organizational growth.

**Leads change and transformation:** Challenges the status quo, encourages constructive questioning of processes and assumptions, and guides teams through transitions with optimism, agility, and focus on strategic outcomes.

**Develops high-performing teams:** Provides targeted coaching, feedback, and development opportunities; invests in building team capabilities, aligning individual growth with organizational objectives, and preparing future leaders.

**Influences and inspires:** Motivates and energizes others by demonstrating the significance of their contributions; persuasively drives decisions and actions, leveraging relationships and social dynamics to achieve strategic goals.

**Resilient and resourceful:** Maintains focus, energy, and determination in the face of challenges; adapts to setbacks, draws on diverse resources, and sustains progress toward high-impact results while learning and growing continuously.

**Critical thinking and insight:** Analyzes complex situations, identifies risks and opportunities others might overlook, and provides constructive, actionable insights to inform decision-making.

**Strategic foresight:** Develops forward-looking plans that anticipate future challenges and opportunities; balances immediate priorities with long-term vision to position the organization for sustainable growth.

## Required Minimum Qualifications

### Education:

- Bachelor's degree in Human Resources, Organizational Development, Business Administration, or related field.
- Degree in other disciplines may be considered.

### Experience:

- Ten (10) or more years of progressive leadership experience, including senior executive-level responsibility within human resources, organizational development, or talent strategy in the state of California.
- Deep expertise in state, federal, and local employment laws and regulations, including wage and hour requirements, employee relations practices, workplace investigations, labor relations, leave administration, and evolving



regulatory compliance expectations; demonstrated success translating complex regulatory requirements into practical, enterprise-wide policies, programs, and risk-mitigation strategies.

- Demonstrated experience managing California employment law compliance.
- Proven experience partnering with executive leadership, Boards, and committees.
- Proven team leader with expertise leading diverse work teams, required.
- Demonstrated expertise in leading, optimizing, and leveraging Human Resources Information Systems (HRIS), Applicant Tracking Systems (ATS), and performance management systems to drive operational efficiency and enhance overall effectiveness.
- Excellent cross-functional project management skills, required.
- Excellent interpersonal and conflict resolution skills, required.
- Excellent oral and written communication skills, required.
- Must be proficient in computer programs (e.g., Microsoft Office Suite, HRIS and ATS software; preferably ADP products).

### Preferred Qualifications

- Master of Business Administration or equivalent advanced degree.
- SHRM Senior Certified Professional (SHRM-SCP), SHRM Certified Professional (SHRM-CP) or other recognized Human Resources leadership certification.
- Experience in a credit union or financial institution.
- Experience leading workforce transformation initiatives related to automation, advanced analytics, or AI-enabled technologies, including workforce planning, reskilling strategies, adoption leadership, and development of responsible-use governance practices.

### Physical Requirements

**Hearing:** Ability to hear and comprehend spoken communication in person and over the phone.

**Lifting and Carrying:** Occasionally required to lift and carry materials weighing up to 30 lbs.

**Manual Dexterity:** Proficient use of hands and fingers for typing, operating office equipment, and handling documents.

**Mobility:** Ability to move within the office environment to attend meetings or assist colleagues, as needed.

**Verbal Communication:** Ability to speak clearly and effectively to interact with colleagues and/or members.

**Vision:** Ability to view computer screens and read documentation with clarity and accuracy.

**Posture and Endurance:** Ability to sit or stand at a workstation for extended periods; adjustable sit/stand desk options may be available to support comfort.

### Other Information

**Hours Required:** A work schedule of Monday through Friday, generally 8 a.m. to 5 p.m., with some alternate work schedules. This position is eligible for the credit union's telecommute policy.



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**Travel Requirements:** Less than 10% local travel, required. Limited travel during the work schedule, primarily for training, meetings, branch visits or special projects. Attendance at the annual strategic planning offsite meeting is mandatory.

**Work Environment:**

This position is based in a climate-controlled office environment with ergonomic workstations in a two-story building with an elevator. Subject to standard background noise found in an office environment. Natural light from large windows, supplemented by artificial lighting to ensure a comfortable working atmosphere.

**Disclaimer**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.