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New

Chief People and Culture Officer

Apply

Remote

Who We Are:

Our vision is to grant the wish of every eligible child. Through our mission, we are uniting communities to grant life-changing wishes. As the world's largest wish-granting organization, we strive to create a sense of community and an environment where we warmly embrace our wish families, volunteers, and colleagues.

Joining Make-A-Wish means becoming part of a mission that believes in the power of a wish.

Location:

Remote positions are open to applicants based anywhere in the continental U.S. Hybrid positions are open to applicants based in the Phoenix, Arizona area.

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area.

Applicants must be authorized to work for ANY employer in the U.S. We do not sponsor employment visas or other immigration processes to attain or maintain employment eligibility.

The Role:

The Chief People and Culture Officer (CPCO) leads the overall direction of people practices, services and processes including talent acquisition; talent development and succession/impact planning; total rewards/benefits and compensation; people strategy design and implementation across Make-A-Wish America. This position will design, guide, and implement people initiatives across the extended network of national Chapters in partnership with chapter leadership and chapter/mission advancement. This position is also responsible for the development of strategies and practices to promote the organization's culture across the National Office and Chapters to shape the organization culture and advance our mission of granting wishes to critically ill children. This position drives a comprehensive set of strategies to attract, retain and motivate top talent throughout the organization; integrate new technologies that advance the mission; and promote and continue to enhance a strong culture of collaboration, cooperation, belonging and community. The incumbent will be a National Office staff liaison to the National Board of Directors' Governance, Compensation and Nominating Committee, providing guidance and support. This leader must demonstrate a passionate commitment to the organization's mission, purpose, and brand, serving as a mentor to management and staff. This includes a hands-on approach to achieving goals and objectives that strengthen the ability to carry out our purpose across the extended enterprise. This position will report to the Chief Operating Officer (COO) and works collaboratively with the broader Executive and Senior Leadership Teams.

Key areas of responsibility:

- Collaboratively influence to gain broad stakeholder support when developing, implementing, and promoting strategies, initiatives, projects, and implementation in a shared leadership environment and federated model.
- Building and maintaining trusted relationships across the National Office and Chapters to strengthen the adoption of key people and culture practices
- Oversee and align people-related tools, resources, services, and culture to support strategic goals.
- Facilitating people solutioning across the extended organization – including both the national office and chapters.
- Overseeing talent resource development, allocation and budgeting of key people, and culture strategies by collaborating to ensure people team assets are used in the most effective ways.
- Overseeing the development, implementation, operation and enhancement of the organization's people strategies and solutions, including fiscal controls, workforce planning and interpretation of trends and necessary actions to safeguard the organization's assets.
- Serve as a visionary leader to ensure that the workplace culture of Make-A-Wish America reflects the values, mission, and objectives of Make-A-Wish by ensuring and enhancing the organization's attention to culture including key characteristics that include respect, gratitude, recognition, and kindness; creating an environment where people can contribute their skills and perspective to the workplace in meaningful ways
- The incumbent will be a National Office staff liaison to the National Board of Directors' Governance, Compensation and Nominating Committee, providing guidance and support.

Key functional responsibilities include the following:

- Provide strategic guidance to the Executive Leadership Team and senior leaders on organizational culture, structure, and talent management as a key member of the Senior Leadership Team.
- Lead and develop a high-performing team of HR professionals, fostering collaboration, driving strategic initiatives, and ensuring alignment with organizational goals.
- Direct the development and execution of HR compliance initiatives at the national office, ensuring all practices meet applicable legal, regulatory, and internal standards.
- Apply risk management strategies and ensure employee relations procedures are implemented fairly and consistently throughout the organization.
- Collaborating across the Executive and Senior Leadership Teams to effectively gather insights and influence key leadership and people practices.
- Oversee all People programs, including policy development, workforce planning, compensation (including executive and incentive programs), benefits and retirement planning, talent development, succession and retention strategies—ensuring alignment across the employee experience.
- Evolve people strategies to support technology and business transformations.
- Lead organizational change management, culture and leadership training and development, and workforce transformation initiatives.

- Selecting the right tools and people, guiding leadership and team development, assigning responsibilities, and finding and applying solutions that improve performance and impact.
- Supporting and strengthening employee wellness across the enterprise.
- Leading the ongoing development of a workplace culture where every employee knows that they are valued and feel enabled to personally contribute to the advancement of the organization's mission and strategic plan.
- Provide strategic leadership in navigating complex employee relations matters, serving as a trusted advisor to managers and staff. Proactively identify and manage key people-related risks and opportunities, ensuring alignment with organizational values and fostering a culture of accountability, trust, and resilience.

Additional Duties:

- Establish long range, strategic goals and annual operating plans Report to the COO on the progress made toward goals.
- Set goals for departments and individuals/leaders to deliver and drive performance/results against targeted success metrics.
- Attend and participate in Board meetings, including providing expert guidance on people initiatives and best practices.
- Collaborate with colleagues to develop improvements.
- Resolve issues and address risks that may arise in a timely manner.
- Assume responsibility for timely reporting to senior management or regulatory agencies.

- Work with the COO to build annual operating budget and shepherd approval of the budget through the Board's Finance Committee.

Knowledge and Abilities:

- Extensive experience across key HR verticals to enable holistic, people-centered solutions that support organizational growth and workforce effectiveness Strategic vision that aligns the organization's objective to drive workforce sustainability
- Experience managing People and Culture initiatives in a multi-site, federated structure is preferred
- Demonstrated experience leading People strategies, large-scale culture change, and organizational transformation
- Able to influence without direct-line authority
- Outstanding leadership/people management skills with the ability to energize and motivate others
- Strong interpersonal skills, with the ability to work effectively with people at all levels of the organization and across Chapters and geographies
- Excellent business acumen and negotiation skills
- Exceptional written and oral communication and presentation skills for both external and internal presentations
- Application of technology to business settings
- Experience in talent acquisition function and evolving strategies
- Strong knowledge of compensation and benefit programs and compliance issues

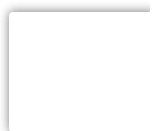
- Proven ability to consistently deliver on high-impact commitments, driving results through strategic execution, accountability, and follow-through.
- Demonstrated success leading an organization through complex challenges while effectively establishing and executing strategic priorities
- Proven track record for working with an executive leadership team and at the board level
- Demonstrated ability to lead and work collaboratively with cross-functional teams

Qualifications:

- Bachelor's degree in Human Resources, Business Management, or related field required. Master's degree in HR, Organizational Development or Business Administration preferred.
- 10+ years of increasing responsibility, serving at the senior leadership level.
- Success leading progressive and modern HR/people, culture strategies and in a complex organization.
- PHR/SPHR and/or CCP/CBP Human Resource designation preferred.
- Strong knowledge of Microsoft Office applications required, as well as Internet and other software applications.
- Nonprofit organization experience preferred.

Working Conditions:

- Remote position.



- Some domestic travel is required.
- May require work outside a traditional Monday – Friday work week, and outside normal business hours.

This Role's Hiring Range

\$220,000 - \$255,000 USD

What We Offer:

Benefits

- Comprehensive benefit package, **effective day 1**: Medical, Vision*, Dental*, Wellness
- Competitive compensation with annual incentive potential
- Health Savings Account and Flexible Spending Account Options
- Health Reimbursement Account fully funded by Make-A-Wish America
- Short Term Disability*, Long Term Disability* and Life Insurance
- Additional Insurance Plans: Accident, Critical Illness, Hospital Indemnity, Pet Insurance through Figo
- 401(k) Retirement Savings Plan with 5% match after one year of service
- Eligibility for student loan forgiveness through the [Public Service Loan Forgiveness Program](#)
- The organization will send a laptop, 24" monitor, and a docking station/adaptor to new hires

Time Off

- Up to 15 PTO days
- 10 Sick Days
- 11 Paid Holidays
- 2 Volunteer Days after one year of service
- 2 Personal Days accrued annually

- Parental Leave

Also...

- Employee Awards and Recognition Programs
- Individual and Leadership Development
- Discounts and special offers for theme parks, events, hotels, concerts, and movie tickets

*Monthly premiums paid for the employee for vision, dental, and short/long term disability.

Apply for this job

* indicates a required field

First Name *

Last Name *

Preferred First Name

Email *

Country *



Phone *

Resume/CV *[Attach](#)[Dropbox](#)[Google Drive](#)[Enter manually](#)

Accepted file types: pdf, doc, docx, txt, rtf

Cover Letter[Attach](#)[Dropbox](#)[Google Drive](#)[Enter manually](#)

Accepted file types: pdf, doc, docx, txt, rtf

What is your physical mailing address? *

Please enter your street address, city, state, and zip code

LinkedIn Profile

Are you aligned with the posted hiring range for this position? *

Select...



Will you now or in the future require immigration sponsorship by our company to attain or maintain your employment eligibility (ex. H-1B, E-3, TN, O-1, STEM OPT, or any immigration work authorization requiring a written submission from the company to a government agency)? *

Select...



Are you a current or former employee of a Make-A-Wish America Chapter or National Team? *

- ☐ No previous Make-A-Wish Experience
- ☐ Current Chapter Employee
- ☐ Current National Employee
- ☐ Former Chapter Employee
- ☐ Former National Employee

Are you a current or former volunteer or board member for a Make-A-Wish Chapter or the National Team? *

- ☐ None
- ☐ Current Chapter Volunteer or Board Member
- ☐ Current National Volunteer or Board Member
- ☐ Former Chapter Volunteer or Board Member
- ☐ Former National Volunteer or Board Member

Did a Make-A-Wish Employee refer you to this position? *

Select...



Please use this space to share more information: who referred you for this role AND/OR what position and location you've served the organization.

Do you have a bachelor's degree in Human Resources, Business Management, or a related field? *

Select...

Do you have at least 10 years of progressive experience serving at the senior leadership level in Human Resources or People & Culture? *

Select...

Have you successfully led HR/People & Culture strategies in a complex organization (e.g., multi-site, federated structure, or similar)? *

Select...

I confirm that all information provided in this application is accurate and complete. I understand that any false or misleading details may result in disqualification or termination. *

Select...

Voluntary Self-Identification

For government reporting purposes, we ask candidates to respond to the below self-identification survey. Completion of the form is entirely voluntary. Whatever your decision, it will not be considered in the hiring process or thereafter. Any information that you do provide will be recorded and maintained in a confidential file.

As set forth in Make-A-Wish America's Equal Employment Opportunity policy, we do not discriminate on the basis of any protected group status under any applicable law.

Gender

Select...

Are you Hispanic/Latino?

Select... ▼

Race & Ethnicity Definitions

If you believe you belong to any of the categories of protected veterans listed below, please indicate by making the appropriate selection. As a government contractor subject to the Vietnam Era Veterans Readjustment Assistance Act (VEVRAA), we request this information in order to measure the effectiveness of the outreach and positive recruitment efforts we undertake pursuant to VEVRAA. Classification of protected categories is as follows:

A "disabled veteran" is one of the following: a veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or a person who was discharged or released from active duty because of a service-connected disability.

A "recently separated veteran" means any veteran during the three-year period beginning on the date of such veteran's discharge or release from active duty in the U.S. military, ground, naval, or air service.

An "active duty wartime or campaign badge veteran" means a veteran who served on active duty in the U.S. military, ground, naval or air service during a war, or in a campaign or expedition for which a campaign badge has been authorized under the laws administered by the Department of Defense.

An "Armed forces service medal veteran" means a veteran who, while serving on active duty in the U.S. military, ground, naval or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985.

Veteran Status

Select... ▼

Voluntary Self-Identification of Disability

Form CC-305

OMB Control Number 1250-0005

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Expires 04/30/2026

Why are you being asked to complete this form?

We are a federal contractor or subcontractor. The law requires us to provide equal employment opportunity to qualified people with disabilities. We have a goal of having at least 7% of our workers as people with disabilities. The law says we must measure our progress towards this goal. To do this, we must ask applicants and employees if they have a disability or have ever had one. People can become disabled, so we need to ask this question at least every five years.

Completing this form is voluntary, and we hope that you will choose to do so. Your answer is confidential. No one who makes hiring decisions will see it. Your decision to complete the form and your answer will not harm you in any way. If you want to learn more about the law or this form, visit the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp.

How do you know if you have a disability?

A disability is a condition that substantially limits one or more of your "major life activities." If you have or have ever had such a condition, you are a person with a disability. **Disabilities include, but are not limited to:**

- Alcohol or other substance use disorder (not currently using drugs illegally)

- Autoimmune disorder, for example, lupus, fibromyalgia, rheumatoid arthritis, HIV/AIDS
- Blind or low vision
- Cancer (past or present)
- Cardiovascular or heart disease
- Celiac disease
- Cerebral palsy
- Deaf or serious difficulty hearing
- Diabetes
- Disfigurement, for example, disfigurement caused by burns, wounds, accidents, or congenital disorders
- Epilepsy or other seizure disorder
- Gastrointestinal disorders, for example, Crohn's Disease, irritable bowel syndrome
- Intellectual or developmental disability
- Mental health conditions, for example, depression, bipolar disorder, anxiety disorder, schizophrenia, PTSD
- Missing limbs or partially missing limbs
- Mobility impairment, benefiting from the use of a wheelchair, scooter, walker, leg brace(s) and/or other supports
- Nervous system condition, for example, migraine headaches, Parkinson's disease, multiple sclerosis (MS)
- Neurodivergence, for example, attention-deficit/hyperactivity disorder (ADHD), autism spectrum disorder, dyslexia, dyspraxia, other learning disabilities
- Partial or complete paralysis (any cause)
- Pulmonary or respiratory conditions, for example, tuberculosis, asthma, emphysema
- Short stature (dwarfism)
- Traumatic brain injury

Disability Status

Select... ▼

PUBLIC BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey should take about 5 minutes to complete.

[Submit application](#)

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