



Search for the

Assistant Vice President, Total Rewards

Jeanne D'Arc Credit Union
Lowell, Massachusetts

Since 1912, Jeanne D'Arc Credit Union has helped its members and their communities make smart financial choices, living its promise that "we share a common thread."

The Opportunity

Jeanne D'Arc Credit Union invites applications and nominations for the position of Assistant Vice President (AVP), Total Rewards. The role is an opportunity for an accomplished total rewards professional to lead the strategy, administration, and continuous improvement of compensation, benefits, payroll, HR systems, and workforce analytics at one of the nation's oldest credit unions: a not-for-profit, member-owned financial institution with deep roots in the Greater Lowell community and a long-held reputation as a special place to work.

The AVP, Total Rewards will join Jeanne D'Arc at a pivotal and energizing moment. The credit union has made a deliberate commitment to investing in its people, modernizing its HR systems and practices, and fostering a collaborative, consultative leadership culture. After a comprehensive, independent assessment of the HR function completed earlier in 2026, Jeanne D'Arc has a clear roadmap for elevating human resources, including a rebuilt HR structure led by the SVP, Chief Human Resources Officer. The AVP, Total Rewards will be the founding leader of the Total Rewards team and the hands-on builder of the credit union's total rewards agenda.

The AVP, Total Rewards reports to the SVP, Chief Human Resources Officer, partners closely with a peer, the AVP, Employee Experience, and leads a team responsible for payroll, benefits administration, compensation, HRIS management, and HR reporting. The ideal candidate pairs deep technical fluency across compensation, benefits, and payroll with strong analytical skills, clear communication, and unquestioned discretion: a leader who will help every employee understand, trust, and value their total rewards.

All inquiries, nominations, and applications will be held in strict confidence and should be directed to Turner HR Consulting, which is assisting with this search, at jeannedarcavp@turnerhrconsulting.com.

About Jeanne D'Arc Credit Union

Jeanne D'Arc Credit Union was founded in 1912 as a place where immigrants working in the Lowell mills could turn for financial stability. Whether they wanted to purchase a home, buy a car, or start their own business, "the little bank around the corner" made it possible. As the third-oldest credit union in the country, Jeanne D'Arc knows what it means to put members first, and it remains dedicated to supporting its

members, neighbors, and surrounding communities by giving back to the place that gave it a home and the opportunity to grow.

Jeanne D'Arc Credit Union is a not-for-profit, member-owned financial cooperative headquartered in Lowell, Massachusetts. As a not-for-profit, its earnings go back into the credit union to give members higher rates on savings, lower rates on loans, and fewer fees. Today, Jeanne D'Arc is locally owned by more than 100,000 members and holds \$2.2 billion in assets. It operates eight full-service branches across the Greater Lowell area and Southern New Hampshire, along with three high-school branches, a loan center in Lowell, and a mortgage center in Chelmsford. Jeanne D'Arc Credit Union is a Great Place to Work Certified™ employer.

Fast Facts

- Founded in 1912, the third-oldest credit union in the United States
- A not-for-profit, member-owned financial cooperative that returns its earnings to members through better rates and fewer fees
- Locally owned by more than 100,000 members, with \$2.2 billion in assets
- Eight full-service branches across Greater Lowell and Southern New Hampshire, plus three high-school branches, a loan center, and a mortgage center
- Great Place to Work Certified™
- 285 employees, including 255 full-time team members
- The AVP, Total Rewards reports to the SVP, Chief Human Resources Officer and leads the team responsible for payroll, benefits administration, compensation, HRIS management, and HR reporting.

Mission

Jeanne D'Arc's mission is simple: to help each member make smart financial choices. The credit union believes that embedding social purpose in all of its activities creates a positive impact for members, their families, and their communities. To achieve this mission, the credit union offers the right mix of financial products and services along with strong financial wellness programs, including free workshops and seminars that help members put their financial plans into action.

Membership

At Jeanne D'Arc, you're not a customer; you're a member and an owner, with an equal vote at Annual Meetings held to discuss issues that keep the credit union moving forward. Once someone becomes a member, their entire family is eligible to join, regardless of where they live.

Community & Social Responsibility

Social responsibility is an integral part of Jeanne D'Arc's culture. Employees spend countless hours assisting those in the community: gathering donations, serving food at local shelters, repairing homes, and participating in walks and events benefiting numerous local organizations and causes. Through the We Share a Common Thread Foundation, the annual Steve Jones Legacy Fund fundraiser, the quarterly Give A Click program, and other charitable initiatives, the credit union is dedicated to keeping the region a strong and

vibrant place to live, work, and play. For the next AVP, Total Rewards, this culture of caring is both an asset and an invitation: Jeanne D'Arc employees truly embrace the spirit of giving back, and the credit union's community standing is a powerful foundation for its employer brand.

Leadership

SVP, Chief Human Resources Officer

The AVP, Total Rewards reports to the SVP, Chief Human Resources Officer, who leads the human resources function with the direct sponsorship of the President & CEO. After the credit union's comprehensive 2026 assessment of the function, human resources was reorganized into two complementary teams under the SVP's leadership, Employee Experience and Employee Total Rewards, each led by an Assistant Vice President. The AVP, Total Rewards will be one of the SVP's foundational partners: the founding leader of the Total Rewards team, the hands-on builder of the credit union's total rewards agenda, and a key voice in shaping how the new structure serves employees and the business. The search for the SVP, Chief Human Resources Officer is currently in its final stages, and finalists for the AVP, Total Rewards position will have the opportunity to meet with the SVP, Chief Human Resources Officer as part of the interview process.

Kimberly Larsen, AVP, Employee Experience

The AVP, Total Rewards works in close partnership with a peer, Kimberly Larsen, AVP, Employee Experience, who leads the other half of the function: employee relations, HR business partnership, talent acquisition, learning and development, performance management, and the credit union's brand as an employer of choice. Together with the SVP, Chief Human Resources Officer, the two AVPs form the leadership team of the rebuilt HR function. They partner on enterprise workforce dashboards, workforce planning, and the department budget, and share responsibility for a consistent, people-first employee experience. Within the Total Rewards team, the AVP leads a Senior Payroll & Benefits Specialist and an HR Operations Coordinator and works day to day with Accounting and Finance.

Role of the AVP, Total Rewards

The AVP, Total Rewards is responsible for the strategic leadership, administration, and continuous improvement of the credit union's benefits, compensation, payroll, human resources systems, workforce analytics, and reporting functions. The role develops and oversees programs that attract, retain, and reward talent while ensuring operational excellence, regulatory compliance, data integrity, and informed decision-making through workforce analytics. The AVP serves as a subject matter expert and trusted advisor to executive leadership on compensation strategy, employee benefits, payroll administration, HR technology, and workforce reporting, and leads a team responsible for payroll, benefits administration, compensation, HRIS management, and HR reporting in support of the credit union's overall human capital strategy. This is an exempt, hybrid position based at Jeanne D'Arc's headquarters in Lowell, Massachusetts.

Total Rewards Strategy & Administration

Jeanne D'Arc is ready for a comprehensive refresh of its approach to total compensation, and the AVP, Total Rewards will be its hands-on architect. The AVP will establish and administer an agreed-upon total rewards philosophy and translate it into durable, well-communicated programs. This is an opportunity to bring greater rigor and transparency to how the credit union pays its people, and to bring managers into the process as aligned partners in recruiting, rewarding, and retaining top talent.

- Develops, implements, and administers the credit union's total rewards philosophy and programs, including base pay structures, incentive and bonus programs, profit sharing and SERPs, recognition

programs, health and welfare benefits, retirement and financial wellness programs, and leave and time-off programs.

- Conducts market analyses and benchmarking studies to ensure competitive and equitable compensation practices.
- Evaluates compensation trends and recommends program enhancements aligned with organizational objectives.
- Oversees annual compensation planning, including merit increases, incentive payouts, profit sharing, and salary structure reviews.
- Ensures compliance with applicable compensation regulations and pay equity requirements.

Benefits Administration

Jeanne D'Arc's benefits program is generous, distinctive, and genuinely valued by employees, and the AVP, Total Rewards will be its steward and strategist. The AVP will own the annual renewal and open enrollment cycle end to end and manage the credit union's broker, consultant, and vendor relationships. This is an opportunity to keep the benefits portfolio competitive and cost-effective while communicating it so clearly that every employee understands, trusts, and values what the credit union invests in them.

- Provides strategic oversight of employee benefit programs and vendor relationships, partnering with brokers, consultants, and vendors to evaluate benefit offerings and costs.
- Leads annual benefits renewal and open enrollment processes.
- Monitors benefits utilization, costs, and employee engagement; evaluates emerging benefit trends; and recommends enhancements that support recruitment and retention objectives.
- Ensures compliance with ERISA, COBRA, ACA, HIPAA, and other applicable regulations.
- Oversees and manages leave of absence and workers compensation administration.

Payroll Administration

After the credit union's recent conversion to ADP, payroll is an area of focused stabilization and optimization. The AVP will establish the controls, procedures, and process discipline that make payroll accurate, timely, and compliant every cycle, and quietly excellent, so employees never have to think about it. The AVP owns the full payroll calendar, from routine processing through audits, reconciliations, tax reporting, and year-end.

- Oversees the accurate and timely processing of payroll for all employees.
- Establishes controls and procedures to ensure payroll accuracy and compliance with federal, state, and local payroll regulations.
- Oversees payroll audits, reconciliations, tax reporting, and year-end processing activities.
- Is responsible for all paid time off policies and administration.
- Partners with Accounting and Finance to ensure accurate payroll accounting and reporting.

HRIS & Human Capital Systems

Jeanne D'Arc is focused on stabilizing and fully leveraging its HR technology following the ADP conversion, and the AVP, Total Rewards will lead that work. The AVP provides strategic oversight of the HRIS and related platforms, including ADP and Screensteps, and will build out underutilized system capabilities, automate manual processes, and establish the data integrity and governance practices that make the credit union's people systems trustworthy. This is an opportunity to shape the HR technology roadmap of the rebuilt function from its foundation.

- Provides strategic oversight of the HRIS and related technology platforms, and manages relationships with system vendors and external partners.
- Leads system implementations, upgrades, integrations, and optimization initiatives.
- Identifies opportunities to automate processes and improve operational efficiency through technology.
- Ensures data integrity, security, and governance across HR systems.
- Oversees user access controls, workflows, and system configuration.

Workforce Analytics & Reporting

The AVP, Total Rewards will establish workforce analytics as a true decision-support capability for the credit union. In partnership with the AVP, Employee Experience and the SVP, Chief Human Resources Officer, the AVP will build and maintain the enterprise HR dashboards and workforce metrics that inform executive leadership and Board reporting, turning people data into insight leaders can act on. This is an opportunity to define the new function's data governance standards and reporting methodologies from day one.

- Develops and maintains enterprise HR dashboards and workforce metrics with the AVP, Employee Experience and the SVP, Chief Human Resources Officer.
- Analyzes workforce trends related to areas of oversight and provides actionable insights to leadership.
- Produces reporting on headcount and staffing, turnover and retention, compensation and pay equity, benefits utilization, recruitment effectiveness, diversity and workforce demographics, and employee engagement.
- Supports executive leadership and Board reporting with meaningful workforce analytics.
- Establishes data governance standards and reporting methodologies.

Leadership, Collaboration & Compliance

As the founding leader of the Total Rewards team, the AVP will hire, coach, and develop the professionals responsible for payroll, benefits, compensation, HR systems, and reporting, building both the programs and the people who run them. The AVP is a visible partner across the organization, working closely with Accounting and Finance, Risk, Compliance, and operational leaders, and a service-minded resource to employees, ensuring team members and retirees receive prompt, high-quality answers to their questions. A strong compliance foundation underpins it all: the AVP maintains the policies, procedures, and controls that keep the credit union's total rewards programs sound.

- Leads, coaches, and develops team members responsible for payroll, benefits, compensation, HR systems, and reporting, including interviewing, hiring, training, planning and assigning work, and evaluating performance.
- Partners with HR leadership, Accounting and Finance, Risk, Compliance, and operational leaders to support organizational initiatives, and participates in strategic planning, workforce planning, and budget planning with the AVP, Employee Experience and SVP, Chief Human Resources Officer.
- Leads continuous improvement efforts focused on operational excellence and employee experience.
- Ensures compliance with all applicable employment, payroll, benefits, and data privacy regulations; supports internal and external audits; and maintains related policies, procedures, and controls.
- Monitors regulatory developments and recommends necessary program or policy changes.

Qualifications and Characteristics

The following are required:

- A Bachelor's degree in Human Resources, Business Administration or Finance; and
- Ten years of related Human Resources, Payroll, Benefits and/or Compensation experience, including five or more years supervising in an HR department; or
- An equivalent combination of education and experience.

Knowledge, skills, and abilities:

- Strong working knowledge of payroll, benefits, and compensation policies, procedures, and regulatory compliance, along with federal and state employment laws; general knowledge of credit union operations.
- Strong financial and analytical skills, including proven ability with the mathematical and statistical concepts that underpin data analysis and reporting, and strong research skills to evaluate and ensure HR data integrity.
- ADP experience and advanced proficiency across Microsoft Office applications (Word, Excel, PowerPoint, Outlook, and Teams); experience with BVS, Screensteps, and RingCentral valued.
- Strong verbal and written communication skills, with the ability to write reports, business correspondence, and policies, and to present abstract or detailed information to employees, managers, and leadership at every level.
- Strong service orientation, interpersonal, and conflict resolution skills; able to function as part of a team and build relationships with employees, key stakeholders, and decision makers.
- The ability to multitask in a fast-paced environment, adapt to shifting priorities, organize work, and meet deadlines while maintaining strong attention to detail.
- Independent judgment and creative problem-solving: able to analyze information, identify trends, and determine an appropriate course of action.
- Proven judgment regarding sensitive information and superior standards of integrity and confidentiality.

The following leadership characteristics are critical:

- A builder, energized by the opportunity to lead the Total Rewards team, establish durable programs and processes, and develop its people.
- A collaborative, consultative leader who builds internal relationships and engages managers and stakeholders before decisions are made, communicating with transparency and candor.
- Detail-oriented and data-driven, with strong judgment and the ability to pair strategic thinking with hands-on execution.
- A people-first orientation: approachable, service-minded, and genuinely invested in helping team members at every level understand and value their total rewards.
- The highest standards of personal and professional integrity, discretion, and confidentiality.

Compensation and Benefits

Jeanne D'Arc offers a competitive compensation package for this position, with a salary range of \$120,000 to \$150,000, plus eligibility for the credit union's incentive compensation program and a comprehensive benefits program. Paid time off includes four weeks of vacation, six sick days, three personal days, and eleven paid holidays annually, plus a paid birthday holiday, taken on the birthday itself or any day during the employee's birth month.

Benefits highlights include a choice of three medical plans (two HMO and one PPO) supported by a generous employer-funded Health Reimbursement Arrangement; dental and vision coverage through Guardian; company-paid life and AD&D insurance at two times annual earnings (subject to a plan maximum), along with company-paid short- and long-term disability, also through Guardian; a 401(k) through Fidelity with company match plus an employer-paid profit sharing plan; and eligible to participate in 457(b) plan. Health and welfare benefits are effective on the first day of employment. Additional offerings include flexible spending accounts, an employee assistance program, tuition reimbursement of up to \$6,000 per year, monthly student loan repayment assistance, wellness reimbursements, paid volunteer opportunities, and a range of other team member perks.

This is a hybrid position based at Jeanne D'Arc's headquarters in Lowell, Massachusetts.

Applications, Inquiries, and Nominations

Review of complete applications will begin immediately and continue until the position is filled. Candidates should submit a resume and are encouraged to include a letter of interest that addresses the opportunities outlined in this profile.

All inquiries, nominations, referrals, and applications will be held in strict confidence and should be directed to Turner HR Consulting, which is assisting Jeanne D'Arc Credit Union with this search:

Turner HR Consulting

Dedicated Search Email: jeannedarcavp@turnerhrconsulting.com

Jeanne D'Arc Credit Union is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability.