



Search for the

**Senior Vice President,
Chief Human Resources Officer**

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 nominations and applications for the position of **Senior Vice President, Chief Human Resources Officer (SVP, CHRO)**. This is an exceptional opportunity for an accomplished, people-centered human resources executive to build and lead the HR function 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 next SVP, CHRO will join Jeanne D’Arc at a pivotal and energizing moment. Under the leadership of President & CEO Larissa Thurston, 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. Following a comprehensive, independent assessment of the HR function completed earlier in 2026, Jeanne D’Arc has a clear roadmap for elevating human resources — and is seeking the leader who will bring it to life. The SVP, CHRO will have a broad mandate, the direct sponsorship of the President & CEO, and an executive team ready to partner in the work of building HR into a strategic, trusted function across the organization.

Reporting directly to the President & CEO and serving as a key member of the executive leadership team, the SVP, CHRO is responsible for developing and executing the credit union’s human capital strategy and providing leadership for all HR functions: talent acquisition, employee relations, total rewards, payroll, performance management, learning and development, organizational development, change management, compliance, succession planning, and engagement. The SVP, CHRO partners closely with the CEO, executive team and Board of Directors to align workforce strategies with business objectives, foster a high-performance culture and drive organizational effectiveness.

The ideal candidate is both a strategist and a builder: an HR leader with deep functional breadth, a track record of leading teams through change with care and transparency, and the credibility to advise a CEO and Board. Above all, Jeanne D’Arc seeks a leader who will put the “human” at the heart of human resources by strengthening connection, trust, and a sense of investment in every employee.

All inquiries, nominations, and applications will be held in strict confidence and should be directed to [Turner HR Consulting](mailto:jeannedarcchro@turnerhrconsulting.com), which is assisting with this search, at jeannedarcchro@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™
- 289 employees, including 253 full-time team members
- The SVP, CHRO reports directly to the President & CEO, serves on the executive leadership team, and creates, delivers, and reports on the credit union's human capital strategy.

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.



A Jeanne D'Arc Credit Union fundraising event supporting financial education in local schools

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 SVP, CHRO, 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.



Jeanne D'Arc awarded \$18,500 in scholarships to local students in 2026

Leadership

Larissa C. Thurston, President & Chief Executive Officer

The SVP, CHRO will report directly to Larissa C. Thurston, who became Jeanne D'Arc's President & CEO in 2024 following the retirement of a long-tenured predecessor. President Thurston brings more than 25 years of financial services experience. She previously served as President & CEO of St. Mary's Credit Union in Marlborough, Massachusetts, and earlier held executive roles at both St. Mary's and the Bank of New England, where she served as Vice President & Controller. Originally from Jeanne D'Arc's own service area, she returned to her local roots with a commitment to carrying forward the credit union's mission, its "Heart to Serve" values, and its tradition of active community involvement.



President Thurston earned her MBA and BS in Accounting & Finance from Southern New Hampshire University, holds an Executive Leadership Certificate from Wharton Executive Education, and is a graduate of the ABA Stonier Graduate School of Banking. She is an active civic leader, currently serving on the boards of the Lowell Plan, Inc., The Lawrence Partnership, Lowell Community Health Center, and the Boys and Girls Club of Greater Lowell, as well as the boards of Octant Business Services, LLC, the Federal Reserve Bank of Boston's Community Development Institution Advisory Council, and the Supervisory and Audit Committee of Eastern Corporate Federal Credit Union and Vertifi Software, LLC.

At Jeanne D'Arc, President Thurston has set clear expectations for a collaborative, consultative leadership culture: one in which decisions affecting employees are made with broad input, communicated with transparency, and executed with care. She has made the strengthening of the HR

function a strategic priority of her administration and is personally committed to partnering with the next SVP, CHRO, providing the access and executive sponsorship needed for success.

Role of the SVP, Chief Human Resources Officer

The SVP, CHRO serves as a key member of the executive leadership team and is responsible for developing and executing the credit union's human capital strategy and incorporating it into the executive team's strategic planning process. This role provides leadership for all human resources functions and partners closely with the President & CEO, executive team, and Board of Directors to align workforce strategies with business objectives, foster a high-performance culture, and drive organizational effectiveness.

The SVP, CHRO leads and develops the HR team and will have the opportunity — and the mandate — to shape the structure of the function itself: defining roles and responsibilities, developing incumbent talent, and adding specialist expertise in areas such as compensation and benefits and learning and development. The current HR team consists of five professionals, with plans to add specialist expertise in total rewards and learning and development. The role carries full budgetary responsibility for the HR function and oversight of benefits administration and all HR vendors and service providers.

This is a visible, community-facing leadership role based at Jeanne D'Arc's headquarters in Lowell, Massachusetts, with a regular presence across the credit union's branch network. The SVP, CHRO is expected to be an accessible, engaged member of the credit union community, known to employees at every level and active in the Greater Lowell region the credit union serves.

Key Opportunities for Strategic Impact

Build and Lead a High-Performing HR Team

The next SVP, CHRO will inherit a motivated, hard-working HR team and a mandate to build on it. This includes designing a durable organizational structure with clear roles and back-up coverage; investing in the professional development of incumbent team members; adding specialist expertise in compensation & benefits and learning & development; and restoring a true HR Business Partner model that fosters connection, trust, and a consistent employee experience across the organization. The goal, expressed throughout the credit union, is to ensure that the "human" remains at the core of all human resources strategies.

Establish a Modern Total Rewards Philosophy

Jeanne D'Arc is ready for a comprehensive refresh of its approach to total compensation. The SVP, CHRO will lead the development of an agreed-upon compensation philosophy; a refreshed job architecture beginning with updated, standardized job descriptions; greater transparency around salary grades, ranges, and merit and incentive compensation criteria; and a benefits strategy that is competitive, cost-effective, and clearly communicated. Critically, this work is an opportunity to bring managers into the process as aligned partners, strengthening the credit union's ability to recruit, reward, and retain top talent.

Optimize HR Systems, Payroll, and Process Discipline

Following a recent conversion to ADP, Jeanne D'Arc is focused on stabilizing and fully leveraging its HR technology platform. The SVP, CHRO will guide the continued optimization of payroll operations and build out underutilized system capabilities, including automated performance management and merit processing. Just as important, the SVP, CHRO will establish the process discipline, data integrity, and stakeholder consultation practices that ensure future changes are well planned, well communicated, and well executed.

Re-Envision Learning & Professional Development

The SVP, CHRO will have the opportunity to re-imagine learning and professional development at Jeanne D'Arc as a strategic function, determining the right delivery model (in-house, outsourced, or hybrid) and prioritizing high-impact needs such as retail and frontline training, manager and supervisor development, change management, and career pathing. A visible, vibrant learning & professional development program is one of the clearest signals an organization can send that it is investing in its people.

Strengthen Communication, Engagement, and the Employee Experience

Jeanne D'Arc Credit Union has long been known as a special place to work, and its employees are deeply invested in that identity. The SVP, CHRO will champion a proactive, consistent communication practice across all HR matters — and will inherit fresh insight to act on. Jeanne D'Arc administered the Great Place to Work survey in 2026, its third year participating, and the incoming SVP, CHRO will own the follow-through: translating the results into visible action plans, closing the loop with employees, and building a durable employee listening practice. The SVP, CHRO will also reinvigorate employee engagement and social programming and strengthen the credit union's brand as an employer of choice in the Greater Lowell region.

Serve as a Strategic Partner to the President & CEO, Executive Team, and Board

The SVP, CHRO leads Jeanne D'Arc's human resources strategic planning process: developing strategic objectives, KPIs, and organizational scorecards as it relates to the credit union's human capital strategy; monitoring progress; and presenting to the executive team and Board of Directors. The SVP, CHRO will act as a trusted advisor to the President & CEO on organizational and management issues, model the consultative leadership culture the President & CEO has established, and help knit the leadership team together around shared expectations for collaboration.

Responsibilities

Strategic Leadership

- Develop and execute a comprehensive human resources strategy that supports organizational goals, enhances employee engagement, and aligns with the credit union's mission, vision, and values.
- Lead the credit union's human resources strategic planning process; develop strategic objectives, key performance and operational indicators, and organizational scorecards related to the human capital strategy; monitor progress to support alignment and accountability; and present reports,

recommendations, and updates to the President & CEO, executive leadership team, and Board of Directors.

- Identify emerging trends, opportunities, risks, and competitive factors impacting the credit union; support merger, acquisition, expansion, and growth initiatives through strategic analysis and planning.
- Lead organizational change management initiatives and support business transformation efforts; participate in enterprise risk management and organizational governance processes.

HR Functional Leadership

- Provide executive oversight of all HR functions, including talent acquisition, talent management, employee relations, compensation and benefits, payroll, performance management, succession planning, compliance and policy administration, organizational development, and training.
- Develop and implement comprehensive compensation and benefits plans that are competitive and cost-effective; design and implement the credit union's performance management and evaluation process.
- Develop comprehensive strategic recruiting and retention plans to meet the human capital needs of the credit union's strategic goals; champion inclusion efforts across the organization.
- Monitor and analyze HR metrics and workforce analytics to support data-driven decision making; evolve and maintain the HR operational roadmap to streamline processes, improve efficiency, and support growth with cost-effective technology.
- Ensure compliance with all relevant federal, state, and local employment laws, regulations, and credit union policies; provide strategic oversight of HR-related audits, corrective actions, and risk mitigation.

Team & Resource Leadership

- Lead, mentor, and evaluate all HR team members while promoting professional growth and succession readiness.
- Work with the executive management team to establish a sound plan of management succession corresponding to the strategy and objectives of the credit union.
- Develop and manage departmental budgets and resources; manage relationships with HR vendors and service providers, ensuring Jeanne D'Arc Credit Union partners with best-in-class providers.

Qualifications and Characteristics

The following qualifications are required:

- A master's degree, or a bachelor's degree in human resources, business administration, finance, or a related field combined with relevant professional certification; SHRM-SCP or SHRM-CP strongly preferred.
- Ten to fifteen years of progressively responsible HR experience, with at least five years of executive HR leadership experience, or an equivalent combination of education and experience.

- Demonstrated expertise across the breadth of HR disciplines, with particular depth in total rewards (compensation, benefits, and payroll), talent acquisition, learning and development, and HR technology.
- Proven experience in HR transformation, process efficiency, and the effective use of HR technology and automation (ADP experience a plus).
- Strong knowledge of federal and state employment laws and regulations; financial services or credit union industry experience valued.
- Strong financial and analytical acumen, including experience with HR metrics, workforce analytics, and data-driven decision making.
- Exceptional communication and presentation skills, with the ability to engage effectively with the Board, executive leadership, managers, and frontline employees alike.

The following leadership characteristics are critical:

- A builder — energized by the opportunity to construct a modern HR function, develop a team, and establish durable systems and processes.
- A collaborative, consultative leader who engages stakeholders before decisions are made and communicates with transparency and candor.
- A change leader who moves with urgency while bringing people along, pairing accountability with care and collegiality.
- A people-first orientation: visible, accessible, and genuinely invested in the growth and well-being of employees at every level.
- The highest standards of personal and professional integrity and confidentiality.
- Detail-oriented and data-driven, with strong judgment and the ability to balance strategic vision with hands-on execution.

Compensation and Benefits



Jeanne D'Arc team members celebrate the credit union's Great Place to Work Certification™

Jeanne D’Arc offers a competitive executive compensation package, including 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 Harvard Pilgrim medical plans (two HMO and one PPO) supported by a generous employer-funded Health Reimbursement Arrangement administered by Sentinel Group; 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.

Applications, Inquiries, and Nominations

Screening of complete applications will begin immediately and continue until the position is filled. Candidates should submit a resume and a two- to three-page letter of interest that addresses the opportunities outlined in this profile.

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

[Turner HR Consulting](#)

Dedicated Search Email: [**jeannedarcchro@turnerhrconsulting.com**](mailto:jeannedarcchro@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.