



CHIEF HUMAN RESOURCES OFFICER

Human Resources and Personnel

Annual Salary:

\$150,000–\$190,000 DOE/DOQ

Norwalk, Connecticut

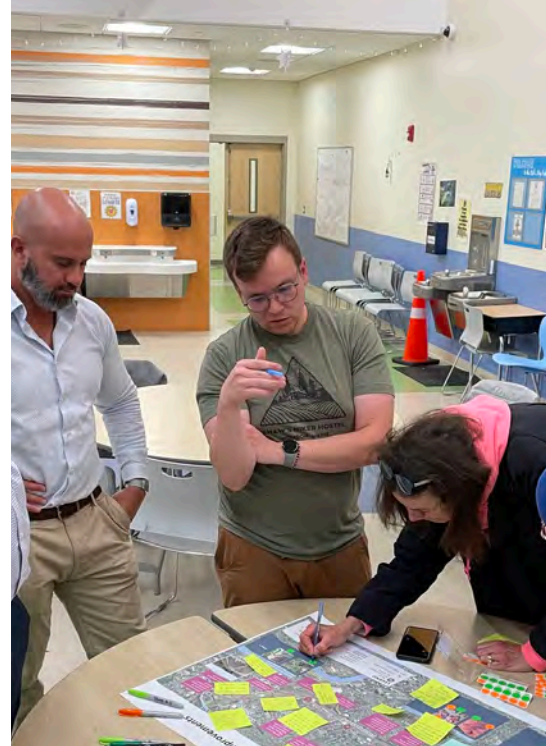


Are you a forward-thinking, inclusive HR executive ready to organize and lead personnel operations for one of coastal New England's most vibrant and well-managed cities? **The City of Norwalk, Connecticut, is seeking a Chief Human Resources Officer (CHRO) to guide and strengthen citywide HR systems, workforce relations, and talent development strategies.**

This is a rare opportunity to shape the employee experience across a full-service, high-capacity municipality. The City seeks an accomplished HR professional who is:

- Strategic and collaborative in leading large-scale personnel initiatives
- Deeply experienced in public sector HR and union environments
- Proficient in labor relations, policy development, and compliance
- A modernizer and motivator, capable of building a resilient and inclusive workforce
- A trusted advisor who supports executive leadership with integrity and skill

Norwalk offers the best of both worlds: a coastal, connected lifestyle and the challenge of leading a complex, evolving HR organization. Read on to learn why this is a standout opportunity.



ABOUT THE COMMUNITY

Norwalk is a diverse and fast growing city of approximately 91,000 residents, located on the scenic northern shore of Long Island Sound. Situated in Fairfield County—just 55 minutes by train from Manhattan—Norwalk blends coastal charm with economic vitality. It is recognized as a regional transportation hub, with four Metro-North train stations (the most in Connecticut); a center of redevelopment and innovation; and a city of culture and heritage. Dynamic neighborhoods such as SoNo, Rowayton, and East Norwalk provide character and community vibrancy.

With strong public schools, high median incomes, and access to regional amenities, Norwalk continues to attract both residents and businesses. The City is consistently ranked among the best places to live in Connecticut. Learn more at www.visitnorwalk.org and www.norwalkct.gov.



POPULATION
93,661



MEDIAN HOUSEHOLD INCOME
\$105,301



MEDIAN HOME VALUE
\$535,000
AVERAGE MONTHLY RENT
\$2,010

Tourism



History



GOVERNANCE & ORGANIZATION

Norwalk operates under a strong mayor-council form of government. The Mayor serves as Chief Executive Officer and appoints department heads, including the Chief Human Resources Officer. The 15-member Common Council serves as the legislative body. The City provides a full range of services through a professional workforce of over 640 full-time employees.



ABOUT THE ROLE

The Chief Human Resources Officer leads the centralized Human Resources and Personnel Department and reports directly to the Mayor. This executive-level role is responsible for driving workforce strategy, labor relations, and citywide compliance. The CHRO will shape people strategies aligned with Norwalk's values of inclusion, resilience, and operational excellence. This is not a routine HR administrator role—Norwalk's next CHRO will serve as a strategic partner to the Mayor and executive team.

Key responsibilities include:

- Workforce planning and talent acquisition strategies
- Labor relations including contract negotiations, grievances, and arbitration
- Compensation, benefits, and job classification systems
- Training, safety, and diversity/equity programs
- Legal compliance and policy modernization
- Strategic advising on organizational culture

DEPARTMENT STRUCTURE

DIVISIONS WITHIN THE DEPARTMENT:

- COMPENSATION AND BENEFITS
- RECRUITMENT AND TRAINING
- LABOR RELATIONS AND COMPLIANCE



EMPLOYEES

6

FULL-TIME



DEPT. BUDGET

\$866,930

FUNCTIONAL AREAS INCLUDE:

RECRUITMENT, TRAINING AND DEVELOPMENT, BENEFITS AND BENEFITS ADMINISTRATION, LABOR RELATIONS, AND COMPLIANCE

KEY PROJECTS FOR 2025

- CONTINUED MODERNIZATION OF PERSONNEL POLICIES AND DIGITAL SYSTEMS
- ENHANCING EMPLOYEE DEVELOPMENT AND TRAINING
- ENHANCING EMPLOYEE ENGAGEMENT AND RETENTION
- IMPLEMENTING A PERFORMANCE MANAGEMENT SYSTEM THAT CONNECTS TRAINING AND DEVELOPMENT TO INCREASE RECRUITMENT AND RETENTION



IDEAL CANDIDATE

The City of Norwalk is seeking a strategic, compassionate, experienced, and data-informed leader who will serve as the steward of the City's most valuable resource—its people. The ideal candidate will demonstrate:

- Strategic acumen and the ability to align HR with citywide priorities
- Experience navigating union environments and labor negotiations
- High emotional intelligence and trust-based leadership
- Deep understanding of employment law
- Strong analytics and HR technology proficiency
- Commitment to understanding and implementing current personnel and labor practices
- Strong written and oral communication skills

EXPERIENCE & QUALIFICATIONS

REQUIRED:

- Bachelor's degree in Personnel and Industrial Relations, Public Administration, Business Administration or related field and at least 10 years of progressively responsible experience in personnel administration or labor relations, with at least three years of public HR management and leadership experience
- Extensive HR and labor relations experience, preferably in a public or unionized environment

PREFERRED:

- Master's degree in HR, Organizational Development, or related



SALARY & BENEFITS

Salary: \$150,000–\$190,000 DOE/DOQ

Health: Medical, dental, vision

Financial Plans: Mandatory 401(a) and the option to contribute to a 457(b)

Leave: Vacation, sick leave, holidays

Additional: Tuition reimbursement, professional development, flexible schedule, onsite presence required

HOW TO APPLY

Apply online through SGR's portal:

Apply Here



For more information, contact:

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The City of Norwalk is an Equal Opportunity Employer and values diversity in its workforce. Applicants selected as finalists for this position will be subject to a comprehensive background check.