

Charlene Wilson is Chief People & Culture Officer for H&R Block. In this role, she leads the company's people strategy across its full-time and seasonal workforce of nearly 90,000 associates. She is responsible for organizational and performance management, talent development, and cultivating the High Performing Connected Culture that enables H&R Block to deliver on its company growth strategy.

Charlene brings a rare combination of HR expertise and legal experience to the role. She most recently served as Vice President, People & Culture from 2021 to 2026, where she led HR strategy for the Marketing, Product, and Global Retail Operations teams, partnering directly with senior leaders to elevate talent and drive H&R Block's strategic roadmap.

Prior to that, she spent nearly a decade in H&R Block's legal organization, serving as Assistant General Counsel for Franchise Operations and Senior Corporate Counsel for both International Operations and employment. Before joining H&R Block, she practiced employment law at firms in Kansas City and San Diego.

Charlene holds a Juris Doctorate from the University of Kansas School of Law, where she was a member of the Order of the Coif and served on the Kansas Law Review. She earned her Bachelor of Arts in Political Science from the University of Missouri–St. Louis.