

Jessica Claire

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SUMMARY

HUMAN RESOURCES DIRECTOR Certified Senior Professional in Human Resources (SPHR) offering a 13-year HR career distinguished by commended performance and proven results. Certified Professional International Public Management Association (IPMA-CP) SHRM Certified Professional (SHRM-SCP) Extensive background in HR generalist affairs, including experience in employee recruitment and retention, staff development, mediation, conflict resolution, benefits and compensation, HR records management, HR policies development and legal compliance. Demonstrated success in negotiating win-win compromises, developing teambuilding programs, and writing personnel manuals, City policies, ordinances, job descriptions and management reports. HR SKILLS HR Department Startup Staff Recruitment & Retention Orientation & On-Boarding Employment Law Employee Relations Training & Development FMLA/ADA/EEO/WC Alternative Dispute Resolution (ADR) Performance Management Mediation & Advocacy Benefits Administration Organizational Development HRIS Technologies HR Program/Project Management HR Policies & Procedures Compensation Pay Plan Development

WORK HISTORY

Human Resource Department

SKILLS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

EXPERIENCE

HUMAN RESOURCES DIRECTOR

01/2005 to PRESENT

City Of Albany, Or | Albany, OR

- Promoted to manage a full spectrum of HR operations, systems, and programs, as well as HR staff.
- Create HR policies and procedures; recruit employees; create group benefits databases; and develop orientation, training, and incentive programs.
- Manage leave-of-absence programs, paid leave programs and personnel records; administer benefits enrollment and programs; administer HR budget, and handle HR workplace issues.
- Key Results: Played a key role in ensuring the successful launch of the new location.
- Structured and implemented programs and policies in the areas of training, compensation structures, benefits packages, incentives and new-employee orientation.
- Help to foster a teamwork/open-door environment conducive to active dialog across the organization.
- Negotiated salary offers at both the exempt and non-exempt level.
- Helped to bring workers' compensation program into full compliance.
- Reduced benefits cost annually through meticulous recordkeeping and ensuring that the company did not pay for benefits for which employees were ineligible and reviewed benefits that were most used and least used by employees.
- Spearheaded & authored revision of employee manual covering issues including disciplinary procedures, code of conduct, FMLA policy and benefits information.
- Worked in revising city's formal performance review program, creating a flexible and well-received tool that has been adopted city-wide.
- Revised job descriptions across all levels.
- Shadowed" and interviewed employees to construct an accurate picture of the duties and skills required for each position.
- Implemented and executed an in-house FSA program, ensuring the application was compliant with IRS Section 125 regulations.
- ANGIE MURPHY Phone: (555) 432-1000 Page 2 Devised creative and cost-effective incentive and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.
- Helped to save the city thousands of dollars by reducing reliance on outside agencies by co-developing an in-house safety incentive program.
- A major contributor in our right-sizing process during 2011, streamlining several positions for a more efficient workforce while maintaining our citizen's services.

PAYROLL OFFICER

01/2002 to 01/2005

Susquehanna International Group, Llp | New York, Ny

- Fulfill a broad range of payroll functions, including verification and processing employee's timesheets and leave requests, concurrently performing all aspects of payroll accounts payable.
- Ensure compliance with all state, local and federal regulations.
- Key Results: Prepared payroll pursuant to prescribed procedures for 300 + employees, union, and non-union, communicated closely with the HR department about pay and leave records.
- Processed and balanced numerous reports; maintained accurate and legible files and records, all audits conducted by my department were all found to be compliant.
- Validated and processed over time and payroll changes through payroll software system.
- Printed all payroll checks, balanced payroll to general ledger and bank reconciliation reports Prepared checks and balanced deductions and expenses for retirement, insurance, workers' compensation, and other accounts; prepared and submitted quarterly and annual payroll reports to the state, and federal agencies.
- Submitted all retirement contributions to Oklahoma Municipal Retirement Fund, Oklahoma Police Pension, and Oklahoma Fire Pension systems.
- Personally handled all employee garnishment of wages as required, complying with all regulations relating to those garnishments.

HUMAN RESOURCE GENERALIST

01/1998 to 01/2002

Sub-Zero And Wolf | Miami, FL

- Responsible for a broad range of HR functions, including recruiting and training employees, administering benefits, overseeing disciplinary action and managing HR records.
- Co-chaired annual flex-enrollment meetings, resolved conflicts between employees and insurance carriers, coordinated health fairs to promote employee wellness and performed exit interviews.
- Key Results: Trained 25-member team on interviewing techniques and best practices, conducting workshops and one-on- one coaching sessions that contributed to sound hiring decisions.
- Co-developed facilities standardized procedures and tracking system that insulated company from legal risk and ensured consistent and fair discipline processes.
- Reworked new-hire orientation program to include HR information and company resources.

EDUCATION AND TRAINING

HR Designations: SPHR (Senior Professional in Human Resources) Certified Professional through International Public Management Association (IPMA-SCP) SHRM Certified Professional (SHRM-SCP) Software Certification: Certified administrator for InCode Municipal Software: HR Module, Time Entry Module, and Financial Suite. OF NOTE Affiliations: Society for Human Resource Management (SHRM) Great Plains Chapter of Society for Human Resource Management. International City/County Management Association (ICMA) International Public Management Association for Human Resources (IPMA-HR) Oklahoma Municipal League Oklahoma Public Human Resources Association (OPHRA) Professional Development: Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers' compensation and workplace safety/security. Appointed to the Oklahoma HR Social Media Team My work is spotlighted in HR News, The Magazine of the International Public Management Association for Human Resources, . Currently I am the Director of Diversity for the State of Oklahoma Human Resources Association https://www.youracclaim.com/badges/56ad5f03-97c8-4fec-a836-adf09bc77f1c/public_url /leaders-by-chance-or-by-choice/ 2015/03

SKILLS

accounts payable, ad5, bank reconciliation, bc, benefits, budget, c, c8, coaching, com, databases, dialog, training employees, special events, Financial, FSA, general ledger, Great Plains, hiring, Human Resource Management, Human Resources, HR, insurance, labor relations, legal, Director, managing, meetings, 97, payroll, personnel, Police, policies, processes, recruiting, safety, sound, Structured, teamwork, workshops

ACTIVITIES AND HONORS