

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## SKILLS

- Strategic HR Management through Aligned Performance Management
- Workforce Development Training & Workshop Facilitation
- Executive Coaching
- Staff Engagement Campaigns
- Employee & Labor Relations
- Union Negotiations
- Wellness and Safety Program Development
- Employment Law & Compliance Risk Management
- Conflict & Grievance Resolution
- MS Office Power User (especially Excel & PPT)
- Google Workplace & Slack Collaboration Platforms
- Payroll & Benefits Administration
- Deep HRIS expertise from migrations to full optimization cycles (Examples: Paychex, ADP Workforce Now, Silkroad, SuccessFactors)

## EDUCATION AND TRAINING

### SAN FRANCISCO STATE UNIVERSITY

#### *Master of Science: INDUSTRIAL/ORGANIZATIONAL PSYCHOLOGY*

An applied discipline within psychology that focused on the science of human behavior as it pertains to work

### THE UNIVERSITY OF CALIFORNIA BERKELEY

#### *Bachelor of Science: PSYCHOLOGY*

### University of California, Berkeley Berkeley, CA

#### *Bachelor of Arts: Chicano Studies*

## CERTIFICATIONS

- SHRM Senior Certified Professional (SHRM-SCP) - Last Activate 2015

## ABOUT ME

An agile, trusted Human Resources executive leader with more than 15 years of broad experience in non-profit, community, and healthcare settings. Passionate HR leader driven towards building effective teams and workplace cultures of connectedness, engagement, achievement, and growth. Proven ability to ensure integrated HR support to all areas of an organization. Strong internal consulting skills, able to build trusting partnerships across all levels of an organization with a collaborative and servant leadership approach.

## EXPERIENCE

### Lyondellbasell Industries - Vice President of HR & Talent Strategy

Bay City, MI • 02/2019 - Current

Serve as a strategic, collaborative and visionary leader to build on the organization legacy of advancing economic opportunity and empowering people of color; ensure consistent achievement of its mission and financial objectives; and position the organization for strategic growth while embodying an unrelenting focus on equity. Drive people centric strategies that support staff through their entire employment life cycle. Build a culture that advances the mission while also providing leadership development opportunities throughout the organization and especially for participants of the Leadership Academy. This role holds various internal engagements and works with the board, external partners and Greenlining leaders and staff.

### Cedar Fair Entertainment Company - HR Consultant

Muskegon, MI • 01/2018 - 01/2019

Projects including interim leadership support to bridge transitions and conducting thorough HR Audits to provide customized recommendations and solutions.

### Cedar Fair Entertainment Company - HUMAN RESOURCES DIRECTOR

Galveston, TX • 07/2009 - 11/2017

- Healthcare, 1300 Headcount, \$106M) Partnered with leadership team on strategic planning and review of agency wide improvements.
- Successful leader of organizational development initiatives, especially in recruitment and retention efforts to improve candidate and staff experience.
- Provided leadership over workforce development training programs focusing on leadership and management skills.
- Strong record of managing projects and building HR systems that improve the caliber and efficiency of HR services.
- Value driven understanding of HR metrics and research methods, with a keen sensitivity to audience-centered communications to effectively convey the implications of statistical trends to management teams.
- KEY ACCOMPLISHMENTS
- Guided the development of a leadership training program ("Heroic Leadership Institute") and a management development program focused on the development of technical skills, knowledge and abilities.
- Developed a Workforce Engagement program that included an internally developed annual engagement survey with a 75% participation level to cultivate an optimal work experience for staff and managers.
- Managed the implementation of a new HRIS system and successfully streamlined workflows for recruitment, onboarding, learning, and performance management.
- Negotiated Union contracts that balanced positive outcomes for all stakeholders such as establishing career progression opportunities, flexible staff redeployment, balanced healthcare cost sharing and improved compensation.
- Designed avenues for staff participation through a voluntary program that focused on promoting wellness, engagement and safety.
- This initiative helped reduced healthcare cost by \$2M and also helped improve the agency's workers comp experience modification factor from 140% to 98%.
- Developed a user-friendly Workplace Policies and Procedures Manual and a New Manager's Training Manual to improve communication and understanding of key expectations and shorten the learning curve for new managers.

### Cedar Fair Entertainment Company - HUMAN RESOURCES DIRECTOR

Charlotte, NC • 04/2007 - 06/2009

- Healthcare, 400 Headcount, \$35M) Successfully turned around an underdeveloped department to meet the new demands of a growing, heavily regulated organization.
- Managed a staff of five; handled internal investigations and DFEH communication responses.
- KEY ACCOMPLISHMENTS.
- Developed key strategic HR systems to improve levels of operational excellence and customer service.
- Designed and implemented a Pay-for-Performance initiative in conjunction with a web-based performance management tool that incorporated organizationally aligned objectives.
- Partnered with IT and Finance; played a lead role in identifying and implementing a new HRIS and applicant tracking system; moved the organization from paper to electronic benefit enrollment.
- Designed and delivered training to managers and end-users on an array of behavioral competencies.
- Identified optimal recruitment sources, decreased dependency on staffing firms, and negotiated improved contractual guarantees resulting in reduced recruitment costs.

### SERPICO, INC - HUMAN RESOURCES DIRECTOR

City, STATE • 10/2004 - 03/2007

- Green Industry, 400 Headcount, \$10M
- Defined core job competencies; positively impacted hiring practices and workforce development programs.
- Developed and delivered managerial training programs; developed tools for performance evaluations and salary reviews.
- Advised senior managers and executives in the preparation of staff evaluations.
- Oversaw and improved payroll process, leave, benefit, and retirement administration.
- KEY ACCOMPLISHMENTS.
- Partnered with functional leaders to develop innovative ways to reduce the administrative burden of operational responsibilities as company expanded to four branches.
- Designed and conducted focus groups with subject matter experts to develop comprehensive business solutions and ensure stakeholder buy-in for organizational change initiatives.
- Improved partnerships between staff and managers by facilitating communication flow upward and downward.
- Provided mediation and conducted exit interviews to assess turnover trends and the effectiveness of retention efforts.
- Developed compensation and benefit strategies based on market research and exit interviews.
- Led Safety Program, engaged multiple stakeholders in mitigating workplace hazards, and developed proactive steps to maintaining the safety of people and property.
- Investigated workplace accidents and successfully contested two OSHA citations.

### JUMA VENTURES - STAFF DIRECTOR

City, STATE • 01/2002 - 11/2003

- Social Enterprise Non-Profit, 150 Headcount, \$, ) Served on the leadership team; participated in managing organizational transition and resulting strategic planning processes due to the Executive Director's succession.
- Supervised IT and office management staff.
- Developed an employee handbook incorporating input from key stakeholders and legal counsel.

## PROFESSIONAL & COMMUNITY AFFILIATIONS

Society of Human Resource Management: Northern California

Society for Industrial and Organizational Psychology

Bay Area Applied Psychologists

Joaquin Miller Elementary - Diversity, Equity & Inclusion

Autism Spectrum Inclusion Program

Board Member & Chair of Personnel Committee- Northern Oakland Community Charter School