

Letitia Kihn

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EXPERIENCE

REGIONAL HUMAN RESOURCES MANAGER HEALTHCARE

Phoenix, AZ

02/2016 – present

- Assists in the development, implementation, and delivery of new and existing training programs
- Counsels employees relative to transfers, promotions, terminations and various work items
- Maintains compliance with ARAMARK's standards of operation, client and within ARAMARK's Business Conduct Policy. Maintains all records and reports necessary to regulations and codes
- Ensures payroll is submitted to Payroll Department. Monitors employee's time away from work (i.e. vacation days & paid time off). Monitors employee's hours worked. Ensures overtime is paid according to state and federal laws
- May work with benefits staff in administration of benefit plans and policies. Ensures Schedule Of Coverage (SOCs) is correct for the unit. May assist unit staff in resolving complex benefit problems. Completes open enrollment at unit level in a timely manner
- Supervises payroll, Human Resources, and administration clerical staff
- Conducts exit interviews with employees

FRANCHISED REGIONAL HUMAN RESOURCES MANAGER

Houston, TX

05/2010 – 11/2015

- In coordination with the benefits department, successfully manage benefits administration and communication of the benefits offerings
- Provide HR policy guidance and interpretation
- Regular and frequent property visits to represent the company, engage associates and provide support
- Manage and resolve complex associate relations issues. Conduct effective, thorough and objective investigations
- Proven track record of effective leadership, influencing and relationship-building
- Working directly with hotel leadership teams regarding recruitment/selection, training, coaching and counseling, progressive discipline, performance management, benefits administration, problem resolution and associate engagement
- Strong problem-solving abilities

REGIONAL HUMAN RESOURCES MANAGER

Houston, TX

11/2002 – 11/2009

- Effectively manage associate relations issues, investigations and conflict resolution; partner with management on the performance management process
- Work closely with management and associates to improve working relationships, build morale, increase productivity and retention
- Assist in management of training and development
- Monitor annual performance management and goal setting processes and proactively coach employees and managers; conduct or coordinate training where necessary
- Maintains inter-and intradepartmental work flow by providing information to and cooperating with co-workers
- Develop and implement strategies to improve individual and organizational performance and engagement
- Produce employee development tools, analysis and training that drive business strategy, elevating the Sales Management team to develop employees

EDUCATION

KENT STATE UNIVERSITY

Bachelor's Degree in Human Resources

SKILLS

- Ideal candidate will have strong problem solving skills, able to work independently and have excellent communication skills
- Detailed oriented with strong capability for planning, prioritization and organizing
- In depth knowledge of employee relations & HR legal/regulatory issues applicable laws and liability related to HR functions
- Ability to meet deadlines with quality and attention to detail
- Professional, articulate and able to use good independent judgment and discretion
- Strong project management skills with the ability to handle multiple projects simultaneously. Results oriented with strong organizational and analytical skills
- Excellent interpersonal skills and the ability to interrelate effectively and professionally with all levels of associates individually and in group settings
- Professional, articulate, and able to use good independent judgment and discretion while effecting positive influence toward regional goals