

JESSICA CLAIRE

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📍 Montgomery Street, San
Francisco, CA 94105

HIGHLIGHTS

New Hire Paperwork & HR
Recordkeeping HRIS Experience
Salary, Compensation, and Benefits
Administration Risk Management
Process Payroll Adjustments Policy
Writing Pursuing PHR Certification
& SHRM Member Experience in
FMLA/ADA/EEO/WC 2

EDUCATION

Grand Canyon University
September 2013

Master of Science:
Organizational/Industrial
Psychology
Organizational/Industrial
Psychology

Wofford College
May 1999

Bachelor of Science: Psychology
Psychology

SUMMARY

I am an experienced HR Professional adept at managing a wide range of employee relations and administrative duties. One of my greatest accomplishments in the area of human resources is a HR column I authored for a magazine for over four (4) years, which garnered me the reputation of being an expert by my colleagues.

ACCOMPLISHMENTS

EXPERIENCE

Human Resources

Fieldale, VA • 01/2014 - Present

- Provides quality HR services to Town Departments, personnel, applicants and residents.
- Provides consistent information to departments regarding policies, rules and regulations.
- Responsible for recruitment processing including but not limited to placing ads, application review, tracking, recordkeeping and correspondence; updates website with employment information.
- Responsible for new hire process from interview through orientation.
- Maintains the Drug Free Workplace program, complying with all applicable laws and regulations.
- Responsible for administration of all benefit programs (health, dental, life, AD&D, COBRA, FMLA, STD, LTD, EAP, sick and vacation).
- Processes all Personnel Action Forms, performance evaluations and other salary compensations.
- Conducts background checks for potential hires and volunteers, and schedules drug screening for new employees.
- Provides compliance with all state and federal regulations regarding employment practices.
- Responds to unemployment claims including attendance at hearings representing the Town at appeal hearings.
- Conducts benchmark surveys and responds to survey requests.
- Assists in the development and implementation of policies, procedures and programs.
- Assists employees with benefit claim problems and other inquiries.
- Coordinates the Town's Retirement Plans.
- Maintains employee personnel records.
- Reconciles monthly bills for health, dental, vision, disability, supplemental, and life insurance plans for payment.
- Reconciles quarterly billing claims for unemployment compensation and responds to requests for information.
- Develops and implements employee training and development programs.
- Acts as the primary contact with the Town's Worker's Compensation Insurance and General Liability carriers, processes all insurance claims, tracks progress, updates supervisors concerning employee claims, researches discrepancies and assists in negotiating annual insurance contracts.
- Compiles information and prepares State 13 Week Wage Statements.
- Chairs the Town's Safety Committee, attends meetings, coordinates employee training and prepares various reports and input as needed.
- Maintains a current FEMA Manual, conducts FEMA training and assists with claims.

Director of Human Resources & Sales

City, STATE • 01/2004 - 08/2013

- Recruit, interview, hire, coach, supervise, & terminate all personnel.
- Responsible for a variety of administrative and human resource functions.
- Responsible for keeping company & employees up to date on all HR and Labor Laws.

Abm - MY

04/2003 - 01/2004

- Educate and advise employees on group health plans, voluntary benefits, and 401(k) retirement plans.
- Develop company personnel policies, standard operating procedures, and employee handbooks.
- Develop and facilitate all new hire orientations and onboarding procedures.
- Conduct employment verifications and background investigations.
- Develop and enforce company policies and procedures relating to all phases of human resources.
- Conduct job analysis and job evaluations, resulting in quality job specifications.
- Process unemployment claims and acted as the company representative at unemployment hearings.
- Law Enforcement Victim's Advocate (Spartanburg Sheriff's Office Spartanburg, SC Assist victims involved in criminal cases through the criminal justice process.
- Inform victims of crimes of their rights under the SC Bill of Rights.
- Provide crisis counseling, crime scene intervention, and homicide survivor's group support.
- Coordinate a summer camp for children of homicide victims.
- Publish a bi-monthly newsletter for survivors of homicide.

SKILLS

ADA, administrative, AD, ads, benefits, Benefits Administration, billing, bi, coach, contracts, counseling, SC, criminal justice, employee training, Forms, HRIS, human resource, human resources, HR, Insurance, job analysis, Law Enforcement, meetings, Office, negotiating, newsletter, Process Payroll Adjustments, Personnel, policies, Processes, progress, quality, recruitment, Risk Management, Safety, surveys, employee handbooks, vision, website