

HR REPRESENTATIVE

Summary

A motivated business partner who communicates and collaborates effectively with all levels of personnel by relying on outstanding interpersonal and customer service skills, excellent sense of urgency and time management skills and taking pride in delivering high quality work.

Highlights

- provide a high level of service to both internal and external clients and candidates
 - possess excellent communication skills
 - an organizational guru
 - communication skills,
 - have the ability to shift gears at a moment's notice and enjoy the challenges of helping to build a great organization of talented individuals.
- Ability to multi-task and work in a extremely fast paced environment.
Superb Customer/Client service focus with a demonstrated desire to exceed expectations.
Ability to handle confidential information and escalate issues when appropriate.
Ability to interface with all levels of the organization, with external candidates and build relationships.
Proved ability to serve as a team player with the agility to jump in whenever needed.
Flexible, able to change direction quickly.
Excellent oral and written communication skills, an ability to multitask, strong attention to detail and be able to work autonomously.
A track record of demonstrating strong work ethic, integrity and personal accountability. Organized with strong time management and problem solving skills, intense attention to detail and accuracy, ability to prioritize.
Human resources audits
Maintains confidentiality
People-oriented
Organized
Exceptional communicator
New employee orientations

Experience

HR Representative , 11/2008 - 02/2016 Company Name - City , State

- Managed communication regarding employee orientation and open enrollment for benefits.
- Designed new employee packages and sent them via mail and e-mail.
- Drafted department-specific employee announcements.
- Resolved personnel issues regarding human resources matters needing clarification, submissions and corrections. Provided administrative HR support to 1200+ employees at all levels, including executive leadership and C&W Railway, in a manufacturing environment
- Employee Relations- effectively handled questions, interpreted and administered Collective Bargaining Agreements and policies, and resolved benefits and payroll related problems
- Talent Acquisition- Collaborated with hiring managers to recruit qualified employees and made hiring recommendations.
- Took initiative to work with crafted maintenance personnel in order to successfully source qualified candidates for these hard to fill positions.
- Onboarding & Orientation- Managed the recruiting and on-boarding process of all hourly employees.
- Conducted and coordinated new employee orientations at all levels to help facilitate organizational objectives.
- On-boarded 731 hires in 5 years including 3 entire Production crews of 10-15 people each, within 8 weeks Applicant Tracking Systems (ATS) - Customized and implemented an ATS for all North American plants within the organization
- Managed the Employee Referral Program and created and implemented the HR Outreach Program
- an integral partner in managing recruiting activities and building candidate relationships; often providing candidates with their first impression of SAFEbuilt and is responsible for helping creating a unique and positive first impression for potential employees as well as provide an outstanding candidate experience for each and every candidate

- Scheduling interviews, phone screens, candidate testing, working directly with candidates, recruiters and hiring managers, in some cases arranging travel for visiting candidates. Arrange and coordinate schedule changes as they occur throughout interview process. Coordinate interviews for out of state offices ensuring a positive candidate experience. Provide follow-up correspondence to candidates on recruitment status via phone and email. Greet candidates upon arrival for interviews when appropriate, assist them throughout the entire process ensuring a positive experience
- Updating candidate records and job postings in recruiting systems and confirming new hires. Coordinating the post-interview debrief meetings and providing debrief materials. Creating and extending offer letters. Conducting reference and background checks prior to the onboarding of a candidate. Identifying opportunities for improving candidate experience and scheduling efficiency. Tracking recruiting activities and providing candidate status in a weekly report. Assisting in the coordination of other recruiting activities as needed including attending recruiting events and career fairs
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Clerk Typist , 08/2008 - 11/2008 Company Name - City , State

- Prepared correspondence and completed data entry for public records and departmental reporting.
- Responsible for registering sex offenders.
- Maintained confidentiality in all aspects of job duties.

Sr. Merchandise Assistant, Replenishment Leader, Office Associate , 02/2002 - 08/2008

- Managed women's soft lines departments and Replenishment Team in a \$3M dollar big box store
- Enforced sound merchandising and loss control strategies
- Excelled in building, motivating, coaching, and training hourly teams
- Responsible for cash handling procedures and daily opening/closing procedures
- Resolved internal and external customer problems and made smart decisions that drove sales, profits, and world class customer service
- Responsible for reconciling timecards, employee development, performance reviews, and maintaining confidentiality

08/1998 - 02/2000 Company Name - City , State

Education

Colorado State University - City , State Bachelor of Science Apparel and Merchandising Apparel and Merchandising

Human Resources Certificate Mountain States Employers Council

Skills

administrative, administrative support, benefits, C, cash handling, closing, coaching, com, Interpersonal Skills, Council, customer service, Customer Service Skills, data entry, Decision Making, Employee Relations, hiring, HRIS, Human Resources, HR, Interpretation, Labor Relations, leadership, merchandising, Lisa, negotiations, organizational, payroll, performance reviews, personnel, policies, Problem Resolution, reconciling, recruiting, reporting, sales, sound, employee development