

JESSICA CLAIRE

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Summary

Certified Human Resources Professional with extensive employee relations experience in a full range of functions, as well as success in simultaneously managing multiple projects.

Highlights

- Employee relations
- Compensation administration
- Personnel records maintenance
- New hire orientation
- Hiring and retention
- Training and development
- Compensation/payroll
- Staffing and recruiting professional
- Off-boarding
- Interviewing expertise
- Performance management strategies
- Benefits administrator
- Employment law knowledge
- HRIS applications proficient
- Employee handbook development
- New employee orientations
- Human resources audits
- Maintains confidentiality
- HR policies and procedures expertise
- Human resources management
- Excellent interpersonal and coaching skills
- Certified Professional Human Resource Management

Accomplishments

Revamped the orientation process for all new hires, which was implemented company-wide. Led the Staffing Planning Committee for [Number] years. Introduced the first passive Open Enrollment process.

Experience

HR Coordinator, 02/2013 to Current

Ceva Logistics U.S., Inc. • Carol Stream, IL,

- Manage the recruitment, selection, and staffing process for full time employees.
- Manage the employee orientation and onboarding process for full time employees.
- Maintain job classification system including job descriptions; defining objectives, responsibilities, salary information and benchmarking.
- Develop, administer and manage personnel policies, procedures and programs for the City.
- Advise managers, supervisors, and employees on labor contract, employment law, and policies and procedure matters.
- Respond to inquiries from managers, supervisors, and employees, investigate complaints, and provide for conflict resolution.
- Works with departments regarding employee issues, recommending appropriate actions involving employee performance, behavior, productivity, etc.
- Completes duties related to compensation, benefits, and performance management.
- Manage the City's safety and workers' compensation processes.
- Serve as Chair on the City's Benefit, Safety, and Wellness committees; provide direction to committees; ensures compliance with mandated safety training; develop wellness and safety programs to meet strategic goals of the City.
- Develop procedures for managing employee leaves of absence and light duty.
- Administer leave of absence programs to include FMLA, Salary Continuation, Parenting Leave, Military Leave, etc.
- Ensure compliance with employment law and related regulations.
- Conduct research; prepare reports and recommendations on complex issues and projects.
- Lead special projects related to human resources initiatives, including software and technology implementation, process improvements, internal training programs, on-boarding process, exit interview process, etc.

Independent HR Contractor, 10/2012 to 11/2012

Istate Truck Center • Bismarck, ND,

- Assisted Human Resources on internal employee website mapping project.
- Site is used for employee benefits as well as company information.
- Assisted Human Resources on internal employee website mapping project.
- Site is used by Room & Board sales staff.

Human Resource Assistant/ HR Generalist, 03/2005 to 06/2010

Hutchinson Technology, Inc City, STATE,

- Screened applicants for internal and external positions, coordinated and prepared interview schedules and information packets, sent offer letters, and verified paperwork.
- Staffed all contractor positions as well as facilitated orientation for all contract employees.
- Conducted new hire orientations for all new employees.
- Worked with all levels of management on Employee Relations issues.
- Conducted exit interviews and processed required termination paperwork and presented common themes to upper management.
- Provided training and communication to employees on HR programs, benefits, processes and other employment related issues.
- Administered leaves of absence, short term disability, and worker's compensation.
- Managed tuition reimbursement program.

Receptionist/Administrative Assistant, 10/2003 to 09/2004

NRG Energy, Inc City, STATE,

- Maintained the corporate phone list, Equal Employment Opportunity information, bus pass, and stamp inventories in Microsoft Excel; ordered and approved all office supply orders.
- Coordinated with Memorial Blood Centers to promote and recruit for the NRG/ATT Blood Drive within the company.
- Maintained security of the workplace by overseeing the security badge process.
- Assigned numerous special projects and completed projects upon deadlines.

Education

MBA: Human Resource Management, 2012

Keller Graduate School of Management - St. Louis Park, MN

GPA:

Human Resource Management

B.A: Communications, 2002

University of North Dakota - Grand Forks, ND

GPA:

Communications

Skills

benchmarking, benefits, conflict resolution, direction, Employee Relations, , performance management, personnel, policies, processes, recruitment, research, Safety, staffing, strategic, training programs,