

## HR TECHNICIAN II

### Summary

Driven administrative professional adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency and achieve organizational objectives. Resourceful and positive team player with strong organization techniques, ability to multi-task and time- manage, and excellent communication skills in a fast-paced environment.

### Highlights

MS Word, MS Excel, MS Power Point, and MS Outlook

\*Skilled working with: Sun Biz, Lexis Nexis, City View Portal, and Oracle 75-80 WPM

Citizen engagement

Data collection and analysis

Employee relations

### Experience

State Of North Carolina November 2014 to July 2015 HR Technician II  
Sylva, NC

- Process, handle and provide assistance to the labor relations division in matters related to: special assignments and/or projects, proofreading of union contracts, processing supplemental pay, vacation adjustment, commendation paid leave, etc.
- Served as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Directed personnel, training and labor relations activities.
- Answered employee questions regarding [Topic] and [Topic] and resolved any issues.
- Offered consistent payroll disbursement with accurate record keeping of employee PTO and vacation accruals.
- Responsible for providing oral and written information to city employees regarding administrative policies, union contracts and other related labor relations activities.
- Primary liaison to all employee requests pertaining to vacation payout, donation of hours and outside employment forms, while ensuring timely responses to their requests.
- Review and determine eligibility for Military Leave with accompanied documentation.
- Maintain and file union contracts, administrative policies and memoranda of understanding.
- Inform department liaisons of approval of leave requests and ensure processing and mailing of all required documentation which include for Family Medical Leave Act (FMLA) and follow up as necessary.
- Coordinate and schedule employee's executive orientation as required.
- Ensure labor relation log is maintained up to date including special assignment log.

Planning & Zoning August 2013 to November 2014 Special Projects Assistant

- Preparing, processing and handling special assignments and customer service support for various City boards and formal hearings.
- Worked under strict deadlines and responded to service requests and emergency call-outs.
- Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- Primary liaison for File Search Request process, ensuring timely responses to constituents on any open code violations/liens.
- Provide assistance with matters pertaining to the launching of the Red Light Camera Safety program while also providing internal and external customer service.
- Handle administrative functions for the directors and members of the Planning and Zoning Appeals Board.
- Primary liaison for internal and external Public Records Request while ensuring all guidelines are being met and followed (APM 4-11) Respond to all inquiries from the general public and directing them to the appropriate personnel.
- Draft and edit board-related written materials including agendas, index page and filing appeals as scheduled.
- Liaison with City Attorney's, City Clerk's, City Commissioners and staff regarding pre-hearing and meeting date.
- Primary executive secretary/clerk to Waterfront Advisory Board, Nuisance Abatement Board and Ticketing Appellate Board.
- Liaison with board members and City Clerk staff in regards to agenda items for board meetings.
- Draft agenda packets and distribute accordingly prior to public board meeting.
- Prepare official minutes of meeting subsequent to each meeting and email consequently to board members as well as Chief of Hearing Boards.

ApolloShipChandlers December 2010 to August 2013 Scheduling Manager/Recruiting Coordinator  
City, STATE

- Focused and performed on continuous improvement in order to improve the supply chain logistics (quality and cost) of the company's human capital.
- Strategized development of planning, recruiting, and scheduling and logistics optimization to meet the needs of the fleet, by ensuring that

processes and procedures for scheduling and new hire placements were followed and being met.

- Maintained excellent relationships with the ships' management teams and shore side counterparts across all brands and looks strategically for best practice opportunities to strengthen the systems and human capital.
- Provided development and training of all team members.
- Liaised with other functional departments or groups to proactively plan for heavy travel season, restrictions, limited travel periods, dry docks, new builds and special projects Scheduled meetings, conducted background checks on candidates, coordinated, conducted and completed new hire pre-interviews, employee employment verifications and unemployment paperwork.
- Inform employees on promotion and/or transfer possibilities within the vessels, training courses and benefits.
- Handled and kept record of confidential files such as: medicals, SSN, passport, birth certificates, etc.
- Generated weekly reports with status on crew as well as positions needed for recruitment.

The Law Offices Of Spencer G. Morgan, P.A August 2008 to September 2010 Legal Secretary/Records Coordinator  
City , STATE

- Handled administrative office duties for Personal and Body Injury Department.
- Photocopied all correspondence, documents and other printed materials.
- Drafted and typed grammatically correct office memos.
- Met with clients and other legal professionals to discuss case details.
- Completed case research via LexisNexis and Westlaw databases.
- Conducted client interviews and all client intake services.
- Filed as well as maintained electronic record of correspondence, invoices, receipts, and other information and/or records in alphabetical or numerical order, or according to subject matter or other system.
- Coordinated and scheduled meetings, which included: arranging for meeting dates, times, locations, teleconference phone lines, vendor handouts, and arranging for meeting equipment.
- Assisted the P.I.P /B.I.
- Department with general filing duties, translation of vendor correspondence, preparation of affidavits and correspondence, and legal data entry as well as sorting classified files and documents in chronological, alphabetical and numerical order.
- Drafts and types documents from written material which included legal correspondence, contracts and affidavits of a confidential nature.
- Assist with travel arrangement and complete associated travel documents.
- Established work priorities and production schedules.
- Maintained assigned attorney(s) court/litigation calendar and appointment schedule.
- Maintained assigned attorney(s) assignment lists and files.
- Performed receptionist work, taking and screening telephone calls, making decisions to determine the appropriate information to be given, routing calls to appropriate parties, taking messages and greeting visitors.
- Reviewed, proofread and edit all work for quality and scrutinizes causes of corrections, revisions, and re-runs.
- Maintained files of correspondence, forms, reports and other materials by filing and sorting material alphabetically, numerically or by other predetermined classification systems.
- Accurately entered daily client information into preparatory database, as well as maintaining and updating current forms.
- Conducted client interviews and maintained general contact with the clients, providing progress of case as needed.

#### Education

Florida International University, Chapman Graduate School of Business February 2016 Masters of Business Administration

Florida International University December 2013 Bachelors of Arts : Political Science Criminal Justice City , State Political Science Criminal Justice

Customer Service Champions; Equal Employment Opportunity, Diversity & Sexual Harassment; Professionalism & Ethics Training

#### Languages

Bilingual: English and Spanish

#### Skills

APM 4, administrative, administrative functions, Attorney, benefits, oral, continuous improvement, contracts, client, clients, Customer Service, data entry, database, directing, documentation, edit, email, English, filing, forms, functional, labor relations, legal, Lexis Nexis, litigation, logistics, mailing, materials, meetings, MS Excel, office, MS Outlook, MS Power Point, MS Word, optimization, Oracle, page, personnel, Camera, policies, processes, progress, promotion, proofreading, quality, receptionist, recruiting, recruitment, routing, Safety, scheduling, sorting, Spanish, Sun, supply chain, taking messages, telephone, phone, translation, View, written