

SUMMARY OF QUALIFICATIONS

Results-oriented, high-energy, hands-on professional, with a successful record of strategic accomplishments directing & administering human resources policies, programs & practices.

Major strengths include:

- Strong leadership, ethical, excellent communication skills, competent, & attention to detail
- Experience in the healthcare, non-profit, financial, public, hospitality, start-up, and real estate/construction
- Proven change agent & skilled at balancing advocacy for employees & the organization
- Ability to develop long-term plans & programs & to evaluate work accomplishments
- Ability to apply & adapt practices & techniques to the special requirements of senior management
- Ability to establish & maintain effective relationships with management staff, employees, & the public
- Ability to present facts & recommendations effectively in oral & written form
- Acts as a role model within & outside the organization

WORK EXPERIENCE

Operations Leadership

- Provided leadership & direct supervision volunteer director & volunteer programs
- Provided day-to-day leadership & management of operations to include plant services, dietary, & EVS
- Lead quality assurance & infection control program
- Review/execute contracts/leases, to include services, rental properties, & employment contracts

Benefits

- Design & administration of employee benefits (401k, medical, dental, vision, life insurance, & LTD/AD&D)
- Develop benefit program, including cost analysis, vendor research, negotiation of contracts & the renewal process
- Negotiated and implemented employee health and wellness benefit contracts and partnerships
- Design & implemented EE Wellness program

Organizational & Employee Development

- Member of the executive leadership team; provide strategy on organizational policy & administration
- Develop & administer HR policies & procedures
- Design & manage performance review & appraisal program
- Benchmark best practices & develop metrics to track HR KPI's, to include recruitment, turnover, & benefits
- Manage, recommend, evaluate, & participate in staff development & training

Employee Relations

- Mentor supervisors/managers in responsible leadership
- Employee & organization advocate in all employee relations matters
- Propose, publish, & administer personnel policies to align with organizational culture
- Direct and execute all grievance investigations & activities
- Mentor department leadership to carry out their responsibilities on personnel matters

Compensation

- Salary & compensation design, planning & administration
- Conduct wage & salary surveys & research
- Administer classification programs based on FLSA/Wage & Labor regulations & development of job descriptions
- Prepare & oversee all aspects of the payroll policies & procedures

Staffing Management

- Develop & administer an effective recruitment program; assist department leaders to fill vacant positions timely
- Design/implementation onboarding program to include new employee orientation, & pre-hire processing
- Effective & useful exit interview process to determine attrition trends within the organization
- Position Control design and implementation to ensure proper staffing and JD control

Employment Law/Regulatory

- Ensure compliance with EEO & OSHA requirements
- Preserve all personnel records in accordance with applicable regulations
- Worker's Compensation (negotiate contracts, audit classification of positions & claim administration)
- Monitor unemployment claims & appeals to ensure organizations experience ratings are not inflated
- Ensure all FMLA & COBRA administration practices are being applied & current
- Assign Job classifications based on FLSA/Wage & Labor laws
- Expert & current with all federal & state employment legislation to ensure organizational compliance

WORK HISTORY

Chief HR Officer; North Country Healthcare, New Hampshire 03/2020 – Present

Provide HR leadership for non-profit system of 3 critical access hospitals & Home Health & Hospice (1100+ EE's)

- Member of the Executive Cabinet of 4 affiliate CEO's, CIO, CFO & CQO, & system CEO.
- Lead HR Department of HR Directors (3), HR Generalists (2), HRIS Manager (1), Talent Management (2) & Administrative Assistants (2)
- Revamp HR systems to modernize/update for greater efficiency and streamline across affiliate organizations
- Consolidated HR processes to ensure consistency and align with new system mission, vision & values
- Modernized talent acquisition process, to include careers website and applicant tracking system

Work History (continued)

- Interim Chief HR Officer;** Lake Chelan Community Hospital, Chelan WA (290+ EE's, WA) 05/2019 – 02/2020
Public non-profit, 25-bed critical access hospital and rural health clinic
- Executive leader overseeing HR, EVS, Public/Community Relations, & Facilities
 - Designed and stood up new HR, payroll, performance management, compensation & benefits programs
 - Initiated employee engagement initiative to include surveys & culture committee
- Interim HR Executive;** B.E. Smith (Nationwide) 09/2018 – 05/2019
Healthcare delivery for 50 rural communities in southwest (Bethel) (1400+ EE's)
- Special projects to include guidance to prepare for the Joint Commission (TJC) audit
- VP Human Resources Division;** Ruby HR Group (Interim Support and HR Consulting Company) 2013 – 2019
Provide ad hoc HR and accounting consulting for businesses
- Designed and stood up new HR, payroll, and recruiting departments for clients
 - Developed recruiting model and talent pipeline to improve talent acquisition KPI's
 - Responsible for HR, OD, HRIS, leadership coaching, management counseling, conflict mediation, employee relations, HR practices/policies, compensation, benefits, and legal/internal investigations for clients
- VP of Human Resources;** Sono Bello & Aesthetic Physicians Group (350+ EE's, Nationwide) 05/2017 – 04/2018
36 Cosmetic surgery clinics nationwide
- Designed and stood up new HR, payroll, and recruiting departments for a growing start-up transitioning off a PEO
 - Member of the executive leadership team; provide strategy on organizational policy and administration
 - Developed recruiting model and talent pipeline to increase position time to fill to less than 30 days
 - Responsible for HR, OD, HRIS/payroll, leadership coaching, management counseling, conflict mediation, employee relations, HR practices/policies, compensation, benefits, and legal/internal investigations
- Chief HR Officer/Support Svcs;** Wickenburg Community Hospital, Wickenburg AZ (260+ EE's, AZ) 2014 – 2017
Non-Profit 19-bed critical access hospital, Level 4 trauma center ER, community clinics, & surgical center
- Member of the executive leadership team; provide strategy on organizational policy and administration
 - Provided leadership for HR, Volunteers program, Quality Assurance, and support services (e.g., EVS/facilities)
 - Custom tailored a new customer service and recognition program to fit with the organizational cultural goals
 - Operational Task Force member – 18 months of development and construction of a new surgical center
- Director of Human Resources;** Sagewood & Acacia Health Center, Phoenix AZ (350+ EE, AZ) 2011 – 2014
Assisted living & skilled nursing health center, senior retirement housing, & restaurants
- Strategically directed the HR function, provided interim direction for facilities and security functions
 - Member of the executive leadership team; provide strategy on organizational policy and administration
 - Responsible for HR, OD, HRIS, leadership coaching, management counseling, conflict mediation, employee relations, HR practices/policies, compensation, benefits, and legal/internal investigations
- Other HR Experience**
- **Corp. Director of HR;** PEM Real Estate Group, Scottsdale AZ (500+ EE, multiple states) Real estate
 - **Director Human Resources;** Valley of the Sun JCC, Scottsdale AZ (200+ EE's, AZ)
Childcare, grade school, fitness center, & restaurant
 - **Corporate HR Manager;** Childhelp, Scottsdale AZ (950+ EE's, AZ, TN, CA, & VA)
Residential treatment facilities, advocacy centers, group homes, & call center
 - **Human Resources Manager;** Marillac Center for Children (JCACO accredited), Overland Park, Kansas
Residential treatment facility, hospital & outpatient services, & therapeutic day school

ACADEMIC EXPERIENCE

- **Instructor for HR and Business Management Courses;** National Paralegal College (adjunct staff)
- **SHRM CP/SCP Certification Prep course instructor;** Linfield College (adjunct staff)

SKILLS

- 360-Degree Problem Solver
- MS Publisher/Paint/Imaging software
- Nonviolent Crisis Intervention Trainer (CPI)
- various payroll & HRM products
- Strong organizational skills
- Microsoft Office Programs (Outlook, Excel, Word, PowerPoint)
- Innovator & Transformation Agent
- Recruiting/ATS systems (Taleo/ATS)

EDUCATION

- MBA (3.75 GPA) Eller College of Management, University of Arizona, Phoenix AZ
- MA – Legal Analysis (3.91 GPA) Webster University, Kansas City MO
- BS – Management/Human Resources (3.97 GPA – summa cum laude) Park University, Parkville MO

COLLEGE SUMMER ACTIVITIES:

- Disney College Program graduate
- London Study Abroad
- Boy Scouts of America Ranger (taught hiking, survival, repelling & firearms)

MILITARY EXPERIENCE & AWARDS

Retired/Honorable Discharge

- **Law Office Superintendent/Paralegal;** U.S. Air Force Reserve (12 years)
- **Recruiter/Command Post/Accounting & Finance;** U.S. Air Force (active duty - 10 years)
- Air Force Commendation Medal
- Joint Service Commendation Medal
- National Defense Service Medal
- Air Force Achievement Medal
- Joint Service Achievement Medal
- Global War on Terrorism Service Medal
- Iraq Campaign Medal
- Air Force Good Conduct Medal

PROFESSIONAL MEMBERSHIPS

SHRM – Society of Human Resource Management
member since 1999