

YOLANDA WILLIAMS HOWZE

HUMAN CAPITAL/RESOURCES PROFESSIONAL

- ◆ **Certified Professional in Human Resources –SPHR®, IPMA-SCP, SHRM-SCP**—extending a 14-year HR career distinguished by commended performance, professional achievement, business acumen and proven results.
- ◆ **Extensive background in HR generalist affairs**, including employee recruitment and retention, staff and organizational development, negotiation, conflict resolution, benefits, wellness and compensation, HR records management, HR metrics, HR policies development and legal compliance.
- ◆ **Demonstrated success in employee relations**, benefits administration; writing personnel manuals, policies and procedures, HR business plans, job descriptions and management reports; full cycle recruiting for all staffing levels including job posting, sourcing, screening, interviewing and other assessment activities, background checks and extending formal offers of employment.

HR SKILLS

*HR Policies & Procedures
Employment Law
FMLA/ADA/EEO/WC
Mediation & Advocacy
HRIS & Related Office
Technologies*

*Staff Recruitment & Retention
Employee/Labor Relations/
Mediation/Conflict Resolution
Benefits & Compensation Administration
Program/Project Management
Safety & Risk Management*

*Budgeting
Orientation & On-Boarding
Training & Development
Performance Management
Organizational Development
Events Planning*

PROFESSIONAL EXPERIENCE

CITY OF BELLAIRE — Bellaire, TX

April '12 – present

Director of Human Resources

Responsible for the day-to-day operations and strategic direction of the Human Resources Department of a full-service city. Ongoing projects and responsibilities include, but are not limited to:

- employee handbook/policies and procedures review and modification;
- position/classification review and revision to appropriately meet the needs of the organization;
- review and revision of HR workflow processes;
- integrating technology to facilitate efficiency, eliminate redundancy;
- developing and overseeing departmental budget;
- talent management including full cycle recruiting, onboarding and retention;
- performance management and training and development;
- rewards and recognition and wellness and benefits solutions;
- safety and risk management;
- organizational development and support;
- salary and benefits administration;
- monitor and survey market to maintain competitiveness;
- developing and updating HR Service (Business) Plan.

Key Results:

- ◆ Procured and implemented NEOGOV Applicant Tracking System and Onboarding software.
- ◆ Successfully lead five Management Project Teams.
- ◆ Implemented Wellness Program solutions yielding -0.2% health insurance renewal.
- ◆ Contracted new benefits consultants and automated benefits enrollment process.
- ◆ Developed and Implemented organization-wide performance management system.
- ◆ Host annual Wellness & Benefits Fair including 95% biometric screening participation.
- ◆ Revamped employee recognition program.
- ◆ Led team in development of Employee Commitment (Values) Statement.
- ◆ Compensation survey, analysis, restructuring, implementation and administration.

CONTRACT/INDEPENDENT HR/ADMIN CONSULTANT

November '10 – March'12

American Water – Alton, IL

July '11 – March '12

Primary role was leave administration (FMLA, STD, Workers' Comp); Implementation and administration of FMLA Leave software system; recruiting; other projects/tasks as requested.

Mount Beulah Church & Mount Beulah Terrace – St. Louis, MO

November '10 – March '12

Varied responsibilities and projects including recruitment, employee relations matters such as investigations, employee handbook and policies and procedures review and administrative tasks.

Interim Solutions – Warrensburg, MO

March '11 – May '11

Contracted to do employee relations investigations/projects for municipal government.

CITY OF UNIVERSITY CITY — University City, MO

August '94 – August '10

Director of Human Resources (July '05 – August '10)**HR Specialist/Coordinator** (January '02 – July '05)

Responsible for maintaining the day-to-day operations and strategic direction of the Human Resources Department of a full-service city employing up to 300 full-time employees and 200+ part-time/seasonal employees. Some duties of this generalist position included:

- developing and overseeing departmental budget, and overseeing payroll and position control;
- employee file maintenance and records retention;
- benefits and compensation administration including conducting and participating in benefits and salary surveys and evaluating the same according to policy;
- HR policies and procedures development, revision and implementation, and program development and project management;
- employee/labor relations—union negotiations, handling/investigating internal and external complaints and grievances, employee discipline oversight, leave of absence administration, and performance management
- recruiting including developing and overseeing promotional processes, sourcing, filtering and processing applications, developing and placing job announcements, developing position classifications and job descriptions, administering, constructing and rating examinations, and coordinating and conducting oral interviews;
- serving as Retirement Boards secretary and Civil Service Board secretary;
- implementing and maintaining employees' HR website pages;
- training and development and succession planning;
- overseeing and processing workers' compensation and unemployment compensation claims;
- performing orientations for new employees;
- planning, implementing and facilitating employee events and wellness and recognition/incentive programs;
- preparing annual department report and monitoring and reporting on employee turnover;
- ensuring all personnel matters were handled appropriately regarding State and Federal laws, City ordinances, and HR policies and procedures.

Key Results:

- ◆ Played a key role in ensuring the successful launch of an HR/Payroll system implementation.
- ◆ Structured and implemented programs and policies in the areas of training, benefits, compensation, incentives and new-employee orientation.
- ◆ Saved 3% of health and dental annual premiums by reclaiming ownership of negotiation process.
- ◆ Fostered a teamwork/open-door environment conducive to positive dialogue across the organization.
- ◆ Commended by Civil Service Board for thorough personnel practices and documentation of investigations, grievances and disciplinary action which also resulted in successful EEO compliance.

- ◆ Successful launch of youth employment program—trained 16-19 year olds on application completion, interviewing techniques, resume' writing, and work etiquette.
- ◆ Quality of hire improvement across departments through improved assessment and background checks. Trained management team on interviewing techniques and best practices; conducted one-on-one coaching sessions that contributed to sound hiring decisions.
- ◆ Wellness Program development and implementation including wellness and benefit fairs with proven visible results and realized results through morale and lower than average health insurance renewals.
- ◆ Reorganization, Restructuring and 12% reduction in force over two year period across departments.
- ◆ Introduced benefits audit to ensure the City did not pay for benefits for which employees were ineligible—saved the City twenty thousand dollars (\$20,000).
- ◆ Wrote employee manual covering issues including disciplinary procedures, code of conduct, FMLA policy and benefits information; introduced and implemented FMLA tracking across organization.
- ◆ Facilitated city-wide performance management requiring performance review of all employees at least annually. Developed and improved rating tools.
- ◆ Revised job descriptions across all levels and 50+ categories.

Secretary to the City Manager (October '96 – January '02)

Served as the nucleus or go-to person for Administrative Services. Responsibilities included considerable contact with the public; analyzing, investigating and resolving a wide range of requests for information or services; transcription; accounts payable; assembled weekly information packets for the Mayor and City Council; updated and compiled City's Annual Administrative Report and Directory; assisted the HR and Legislative departments as needed, including serving as City Clerk Pro Tem in the City Clerk's absence.

Advanced Clerk Typist (August '95 –October '96)

Clerk Typist (August '94 – August '95)

Functioned efficiently in one of the most demanding departments of the City—Community Development (formerly Planning and Development). Assisted residents and contractors with applying for various types permits; manipulated fee schedules; established inspection appointments; issued and processed permits, inspection reports and correspondence; trained new clerical staff; developed procedures manual; payroll; collections; maintained departmental daily checks and balances.

AWARDS, CERTIFICATIONS & EDUCATION

AWARD

TMHRA (Texas Municipal Human Resources Association) 2015 Professional of the Year

HUMAN RESOURCES CERTIFICATIONS

- ◆ SPHR® (Senior Human Resources Professional) Certification, January 2013 - Present
- ◆ IPMA-SCP (International Public Management Assoc.-HR Senior Certified Professional), 2006 – Present
- ◆ SHRM-SCP (Society for Human Resources - Senior HR Certified Professional) 2015 – Present

EDUCATION

SOUTHERN ILLINOIS UNIVERSITY EDWARDSVILLE — Edwardsville, IL

Master of Arts (MA) in Public Administration and Policy Analysis

Academic Scholarship

Honors: Dean's List **GPA 3.93**

MARYVILLE UNIVERSITY — St. Louis, MO

Bachelor of Arts (BA) in Organizational Leadership

Bachelor of Arts (BA) in Psychology

Honors: Dean's List **Graduated Cum Laude**

OF NOTE

Professional Development:

- ◆ Ongoing training in full spectrum of HR areas, including employment law, recruitment and retention, compensation and benefits, employee and labor relations, leaves of absence, risk management.

Affiliations:

- ◆ International Public Management Association- Human Resources (IPMA-HR)
- ◆ Society for Human Resource Management (SHRM)
- ◆ IPMA-HR Texas Chapter
- ◆ Texas Municipal Human Resources Association (TMHRA)
- ◆ IPMA-HR Central Region Vice President ('10)
- ◆ IPMA-HR Central Region Secretary-Treasurer ('09-'10)
- ◆ IPMA-HR Greater St. Louis Chapter (VP '03-'04) (President '04-'05)

Technical Proficiency:

Microsoft Office including Word, Excel, PowerPoint, Outlook, OneNote and Publisher, FrontPage, Windows, SPSS, HRIS and Applicant Tracking (HRA, New World/Logos and NEOGOV- Insight), Onboarding, Laserfiche, FMLA Manager, Lotus Notes, Impact 360, JDE, Incode, Paycom, ADP, CivicPlus, and various proprietary systems and Internet applications; *Technical aptitude to learn other systems and develop proficiency with ease.*

Volunteer Experience

Dulles High School Varsity Girls Basketball •Dulles High School Boosters •National Council on Drug and Alcohol Abuse (NCADA) •Youth Emergency Services (YES) •University City Martin Luther King Celebration Steering Committee •University City Education Foundation •Better Days Incorporated •PTO Vice President •School District of University City Facilitating Team •School District of University City Parent & Community Involvement Committee •Girl Scouts of America •St. Louis Spartans Organization •Mount Beulah Missionary Baptist Church