

ALISSA M. VANDEVEN

SUMMARY

Strategic human resources professional with over twenty years of experience in human resources management and delivery of services, including thirteen plus years in supervision of human resources personnel and functions. Expertise includes employee and labor relations, HR shared services, training and organizational development, affirmative action and equal employment opportunity, federal and state legal compliance, SCT Banner HR module and payroll administration, personnel supervision, recruitment and selection, job analysis and design, compensation system design and analysis, performance management, employee development and benefit plan negotiation and design.

EXPERIENCE

SOUTHEAST MISSOURI STATE UNIVERSITY, Cape Girardeau, Missouri 2003–Present

Assistant Director of Human Resources

Promoted to position during departmental leadership change. Responsibilities include supervision of three Human Resources Specialists and one Human Resources Technician; leadership and oversight of an HR Shared Services model; employee and labor relations management; advisement to department heads and supervisors concerning employee discipline and performance improvement planning processes; lead annual contract negotiations with bargaining units; assist with investigations and formal written responses concerning employment discrimination claims; negotiation and administration of employee benefit plan contracts, including major medical, dental, vision, life, disability, annuities and retirement benefits; oversight of University's staff and faculty compensation systems, including recommendations for salary placement of new hires, promotions and reclassifications; oversight of University's job analysis and job evaluation systems utilizing point factor rating methodology; and management of University's staff and faculty employment/recruitment efforts.

Key Results:

- Implemented an HR Shared Services customer service concept, which enabled the HR function to be a strategic partner with University leadership and a cost-effective solution in assisting employees and supervisors while increasing efficiency and customer service.
- Led a campus-wide employee salary equity study and worked with University Vice President for Finance & Administration, University President, employee group leaders, and project consultant to provide faculty CIP code reviews, job analysis, market data

comparisons, and formulate a compensation philosophy. This study resulted in approximately \$1.2 million in salary equity adjustments for faculty and staff.

- Played a key role in leading the conversion from University membership in a statewide self-insured employee medical insurance consortium to a standalone fully-insured group policy plan offering for all major and ancillary benefit plan offerings, including leadership of a President-appointed benefits review committee charged with evaluating employee needs, issuing requests for proposal and evaluating proposals for most cost effective yet comprehensive insurance coverage for employees, and presentation of new products to university employees and retirees.
- Assumed integral role in the planning and implementation of a staff reduction in force due to anticipated University state appropriation shortfalls. Ensured affected employees were treated with utmost respect and that displaced employees received the necessary support in their search for other employment. This plan resulted in approximately 80% of affected employees having successful transition to other employment with cost savings to the University.
- Managed efforts in the redesign of employee benefit plans in the change from historical employer-provided insurance coverage to an employee buy-up approach for major medical insurance and the implementation of family friendly benefit plans including an employer-provided dependent premium supplement. These changes were possible due to the successful bid process and negotiation of a new major medical insurance plan and associated \$1.6 million in cost savings.
- Successfully implemented an employer-provided cafeteria plan benefit structure for supplementing employee premium costs for pre-tax insurance benefits which included researching plan options, analyzing proposals, and implementing a health savings account (HSA) option. These changes resulted in a 1.5% reduction in total premium cost to the University.
- Assumed a lead role in legal compliance efforts, including assisting with investigation of and the composition of formal employer responses to sexual harassment cases, Missouri Commission on Human Rights cases, and Equal Employment Opportunity Commission employment discrimination cases. Assured compliance with ADA requests for accommodations, the Patient Protection and Affordable Care Act provisions, and FMLA designations.
- Provided supervision of the University payroll function, including supervision of a Payroll Supervisor and Payroll Technician, review and revision of payroll processing procedures, and established payroll deduction balancing efforts to ensure accounting and reporting accuracy.
- Fostered a teamwork environment and provided leadership in the conversion to a campus-wide integrated database system (SCT Banner), leading the human resources module testing and implementation process with set up of the employee benefits, payroll and compensation systems.
- Served as project coordinator in the development of a customized online employee benefits open enrollment module. Worked with information technology programming staff and human resources staff in coordinating the design, testing and implementation of this system.

- Successfully negotiated multiple contracts with medical insurance providers, resulting in a cumulative average premium increase over the past twelve years of only 2.65%.
- Provided administrative oversight of the implementation of NEOGOV applicant tracking software, including system set up, testing, and campus-wide training efforts.
- Secured job-specific training software (SkillSoft) for development of online training modules for faculty and staff employees.
- Led the negotiation of an annual wage reopener with both the Teamsters Union and the International Union of Operating Engineers, which included a 1.5% pay increase for all Union members, implementation of a parental leave benefit, and revamps of sick leave and vacation accruals, all within budget.
- Led the negotiation of a three-year contractual Agreement with the International Union of Operating Engineers, which included wage increases and contract language enhancements, all within budget.
- Led the negotiation of a boiler plant agreement with the International Union of Operating Engineers, which identified job expectations and an implementation plan while providing a smooth transition from a coal-fired to natural gas fired boiler facility.
- Led request for proposal efforts in changing third party administration for flexible spending accounts, resulting in a \$25,000 annual cost savings. Additionally, managed change in life and disability insurance provider resulting in an approximate \$55,000 annual cost savings with an additional savings of \$40,000 in major medical insurance costs due to the life/disability contractual arrangement.
- Insourced COBRA administration resulting in cost savings of approximately \$20,000.
- Insourced Short Term Disability, resulting in cost savings of approximately \$30,000.
- Provided leadership in the development of departmental procedures for monthly account balancing for payroll deductions.
- Chaired a campus-wide Tobacco Use in the Workplace committee. Led committee efforts in 2008 and 2009 in reviewing policies at other educational and private employers, surveying University constituents, working with Campus Beautification Committee on smoking areas design and placements, and communication plans. Resulted in implementation of campus-wide outdoor designated smoking areas.

SOUTHEAST MISSOURI STATE UNIVERSITY, Cape Girardeau, Missouri 2001–2003

Human Resources Coordinator

Promoted to position when the Training & Development function was moved under the Office of Continuing Education. Responsibilities included providing comprehensive generalist support to the human resources function, including coordination of employee assistance in understanding aspects of employee benefit plans, including health, dental, vision, long term care, life and retirement benefits and facilitating annual enrollment planning; presenting new employee benefit orientations; facilitating insurance coverage claims issues between employees and vendors; coordinating annual benefit enrollments utilizing electronic enrollment system; coordination of University's staff compensation system, including analyses for salary placement of new hires,

promotions, and job reclassifications; survey responses; responsible for fulfilling special data requests by University President and Vice Presidents.

Key Results:

- Created a compensation analysis database for para-professional/technical employee group using statistical analysis and modeling in predicting new hire and promotional salaries.
- Facilitated comprehensive review of 403(b) tax-sheltered annuity program and made recommendations for consolidation of plan offerings.
- Conducted audit of payroll deductions and recommended process improvements for data entry
- Revamped new employee benefit orientations to include formal presentation format and benefit election processes.

SOUTHEAST MISSOURI STATE UNIVERSITY, Cape Girardeau, Missouri 1998–2001

Training Specialist

Promoted to position when Training & Development function was under the Human Resources department organization. Responsibilities included developing a campus-wide training needs assessment; providing employee training design and support to campus, including development and presentation of general training programs to University faculty, staff, and students, as well as the general public; coordinating and presenting managerial, office support, and customer service training seminars to University staff; organizing and presenting quarterly New Staff Member Orientations to newly hired staff employees; assisting Director of Human Resources with salary predictions/placement of University staff new hires and promotions; and assisting Director of Human Resources with accumulating information to compose and format salary databases for analysis.

Key Results:

- Coordinated a campus-wide training needs assessment for determining future training offerings for faculty and staff
- Designed training and development online course registration system, including online course promotion, registration, and reporting.
- Co-coordinated onsite delivery and logistics of the American Council on Education's Chairing the Academic Department development conference, including development of training topics, securing presenters, program marketing, and conference logistics.
- Designed and presented a campus-wide STAR Customer Service Program for faculty and staff development, demonstrating a strong customer training focus to campus.
- Designed and presented PARTNERS Customer Service Program for student employees, including a region-wide publicity effort to area higher education institutions and serving as site host for regional training.
- Revamped and coordinated a quarterly University New Staff Member Orientation Program, including campus-wide tours, executive team presentations, and University

history overview. Achieved average participant rating of 3.7 on a 4.0 scale with 98% positive employee feedback.

- Researched, designed and developed several training seminars including student employee training, preparing job descriptions, performance management, conquering workplace negativity, effective communication skills, developing presentation skills, file management, landing that perfect job, partnering with your boss, career enhancement, and telephone etiquette.

SOUTHEAST MISSOURI STATE UNIVERSITY, Cape Girardeau, Missouri 1996-1998

Senior Administrative Assistant

Provided administrative support to the Director of Human Resources including management of annual salary planning activities and database population/upload to payroll system, coordination of Annual Employee Recognition Program, administrative support in union negotiation activities, budget analysis and reporting, and customer service.

TWIN CITY PHARMACY, Marble Hill, Missouri 1993-1996

Pharmacy Assistant

Provided assistance with ordering pharmaceutical supplies, inventory, filling prescription orders, and customer service.

TRAINING AND CERTIFICATIONS

Higher Education Law Summit: Hot Topics for Colleges and Universities, June 8, 2016, Indianapolis, IN. Trained in Title IX Compliance, Crisis Management, Conducting Effective Campus Investigations, FLSA Issues, and Academic Freedom and Speech Issues.

ATIXA Civil Rights Investigator Training and Certification – Level Three Course, December 1 and 2, 2015, St. Charles, MO.

American Management Association Instructional Design for Trainers course, 2000, Chicago, IL.

American Management Association Train the Trainer course, 1998, Atlanta, GA.

PRESENTATIONS

Faculty and Staff Brown Bag Luncheon Presentation: Southeast Missouri State University, Proposed Benefit Design Changes – Conversion to UnitedHealthcare, October 13, 2010.

Guest Lecturer: Southeast Missouri State University, Harrison College of Business, Management and Marketing Course - Human Resources Management II, Fall 2008.

Conference Speaker: CUPA-HR Midwest Regional Conference, Madison, Wisconsin. "An Employer Cafeteria Plan Approach to Enhancing Employee Medical Insurance Benefits," May 6-9, 2007.

Guest Speaker: Leopold High School Scholar Athlete Banquet, May 2006.

Guest Lecturer: Southeast Missouri State University, College of Education, Educational Administration and Counseling Course - Human Resources Management in K-12 School Administration, March 2006.

Guest Lecturer: Southeast Missouri State University, Harrison College of Business, Management and Marketing Course - Human Resources Management I, April 2004.

Presentations for general campus audiences via Continuing Education Office at Southeast Missouri State University (2001-present): Preparing Job Descriptions, Understanding the Administrative, Professional, and Technical Job Evaluation System, Understanding the Clerical and Service Job Evaluation System.

Guest Lecturer: International Association of Administrative Professionals (IAAP) Regional Monthly Meeting, May 2000. "I Am Woman: Poised and Professional."

Various Presentation Topics: Preparing Job Descriptions, Performance Management, The Indispensable Employee, File Management, Managing Motivation, Energizing Your Team, Developing Effective Presentation Skills, Conquering Workplace Negativity, Partnering with your Boss, Winning Through Customer Service, Telephone Etiquette, Landing That Perfect Job.

HONORS AND PROFESSIONAL MEMBERSHIPS

Southeast Missouri State University Employee of the Year – 2012

Southeast Missouri State University Team of the Year Award (AQIP Steering Committee Member) – 2012

Board Member At-Large, College and Universities Personnel Association (CUPA-HR) Midwest Region Board of Directors – 2016-Present

Member, Southeast Missouri State University's Equity & Inclusion Committee – 2016-Present

Member, Southeast Missouri State University Administrative Hearing Panel for Student Sexual Assault cases – 2014-Present

Member, College and Universities Personnel Association (CUPA- HR), 2001–Present

Member, Southeast Missouri SHRM Chapter, 2009-Present

Member, Society of Human Resources Management (SHRM), 2008-Present

Chair, Southeast Missouri State University’s Tobacco Use in the Workplace Committee, 2008-Present

Member, Southeast Missouri State University’s AQIP (Academic Quality Improvement Program) Steering Committee, 2006-2015

Chair, Southeast Missouri State University’s Hay Job Evaluation Committee, 2003–Present

Chair, Southeast Missouri State University’s Clerical/Service Job Evaluation Committee, 2003-Present

Chair, Southeast Missouri State University’s Professional Staff Council, 2003–2004

EDUCATION

Master of Business Administration, Southeast Missouri State University
Cape Girardeau, Missouri, 2000

Bachelor of Science in Business Administration, Southeast Missouri State University
Cape Girardeau, Missouri, 1995