

## GERALDINE (GEREE) JACKSON

P.O. Box 551502  
Jacksonville, Florida 32255

Telephone: (904) 651-2022  
Email: [Geree0150@aol.com](mailto:Geree0150@aol.com)

### SUMMARY

Executive Professional with 30 years of progressive leadership experience within the public, private, non-profit, behavioral health, healthcare, K-12 education, and higher education sectors. Executive, Management, and Generalists background with broad knowledge of higher education, Title IX, K-12 education, operations, residential, clinical, registration, administration, recruitment and retention, succession planning, strategic planning, governance, grant writing, fund development, fundraising, civic and community engagement, talent management, change management, SACS, CARF and DCF compliance, policy and procedure refinement and development, diversity and inclusion, performance management, safety and security, compensation and benefits, legal, risk management, organizational planning, employee and labor relations, counseling, and training and development.

### SPECIAL SKILLS

- Well developed administrative skills and strong business acumen
- Experienced managing functional groups, such as business services, payroll, benefits, and human resources
- High energy level, comfortable performing multifaceted projects in conjunction with day-to-day leadership activities; superior interpersonal abilities
- Ability to get along with diverse personalities, tactful, mature, and flexible
- Strategic and business visionary
- Excellent verbal and written communication skills; resourceful and well organized
- Strong Analytical and Leadership Skills
- Participative management style-advocate of team concept
- Strong and credible human resource managerial background
- Ability to handle strategic with operational issues
- Strong negotiating and influential skills
- Strong personal, integrity and ethical standards
- Strategic Thinker and Results Driven
- Civic and Professional Engagement
- Performance Coaching

### EDUCATION

#### **WALDEN UNIVERSITY, Minneapolis, Minnesota**

Doctoral Candidate

Business Administration

2017 to 2019 Currently on Hiatus

#### **UNIVERSITY OF NORTH FLORIDA, Jacksonville, Florida**

Master of Arts (M.A.) in Counseling (2007)

#### **WEBSTER UNIVERSITY, Jacksonville, Florida**

Master of Business Administration-MBA (2006)

Master of Arts in Human Resource Management-MHRM (2005)

#### **UNIVERSITY OF PHOENIX, Jacksonville, Florida**

Bachelor of Science in Business Administration Management (2001)

#### **UNIVERSITY OF FLORIDA, Gainesville, Florida**

Completed 50 hours of General Education classes (1985-1987, and 1996)

## CAREER ACCOMPLISHMENTS

### **LCS CONSULTING SERVICES, INC. Jacksonville, Florida**

*President/CEO (Part-time)*

*President/CEO (Full-time)*

*01/01/2016-08/7/2019*

*08/12/2019-Present*

As the Chief Human Resources and Administrative Officer of LCS Consulting Services, Inc., my role and responsibility entails providing consultative human resource services to businesses to assist with strategic planning aligned to meet business operations with emphasis on recruitment and selection, performance management, training and development, workforce planning, and employee relations.

- Drive businesses culture through their mission, vision, values, core strategies, expected behaviors, and customer service principles using implemented strategies, plans, and initiatives that effectively communicated and supported companies' overall objectives.
- Works closely with senior management and supervisory staff to improve employee work relationships, engagement, retention, and performance.
- Identifies workforce planning issues and partner with senior managers to address the issues with focused solutions.
- Provides guidance and direction on business units and individual coaching needs.
- Works with senior management in the design and execution of programs to meet training requirements and performance improvement.
- Participates and in conjunction with company human resource personnel in the evaluation and monitoring of success of training programs; ensures training objectives are met. Ensures business units have appropriate talent pipeline.
- Facilitates and manages change for organizational alignment
- Develops and executes innovative programs that drive business performance improvements and desired outcomes in collaboration with senior management and company human resource personnel.
- Serves as a trusted advisor to guide business decisions and sought out for perspectives in people-related decisions.
- Identifies leadership development needs and provides solutions to improve the capability of managers to lead and manage their employees to achieve desired outcomes.
- Supports managers with the development of employee performance plans and career development plans through effective coaching, mentoring and training activities.
- Resolves major and highly sensitive employee relation problems

### **RIVER REGION HUMAN SERVICES, INC. Jacksonville, Florida**

*Vice President of Human Resources and Administration*

*10/2018-8/2019*

As a key member of the Chief Executive Officer's executive leadership team, my role provided strategic leadership to attract, develop and retain the best talent available, and positioned the Agency as an "employer of choice." My responsibility entailed developing innovative strategies and implementing systems designed to meet organizational goals that provided exceptional service to clients and the community. Oversaw the development and implementation of talent management, human resources policies, plans and services, including recruitment, selection, employee/supervisory development, legal compliance, employee benefits, employee engagement, recognition, compensation, employee relations, diversity and inclusion, employment practices and procedures, and employee communications.

- Served on the RRHS Executive Council and functioned as the senior most talent/people executive in the organization.
- Served as a strategic advisor, functional expert and coach to the CEO and executive/senior management team regarding key talent strategies and issues

- Served as leader in charge when Chief Executive Officer was out of the office.
- Actively promoted RRHS as a great place to work and built the RRHS employment brand.
- Created and implemented talent strategies to support the strategic and tactical business plans.
- Planned, developed and initiated a thorough Performance Management process to align staff with operational objectives and ensured organizational development and success.
- Developed and provided training and development opportunities for supervisors, directors, and executive level on best practices in supervision; offered individual coaching and development for Directors and above to build world class management skills throughout the Agency.
- Ensured the Human Resources Director, Human Resources Team Members, Administration Staff, and Registration Staff received coaching, mentoring and training necessary to operate as efficiently as possible and developed skills that supported the evolving of the organization.
- Ensured that all talent/people programs and processes created an equitable and consistent work environment that optimized the potential of every employee.
- Implemented and maintained effective succession planning, which included management development and employee career path programs appropriate for supporting and sustaining the Agency's business plans.
- Drove the design and management of competitive compensation and workforce planning strategies for all levels of employees.
- Oversaw the employee communication process to ensure that all employees received appropriate communication with the opportunity for two-way dialogue across the Agency.
- Provided periodic reporting to the CEO regarding the status of all HR initiatives.
- Partnered with counsel to assist in and monitor all opened legal issues involving the Agency.
- Ensured that the Agency complied with all legal and regulatory requirements.
- Oversaw risk management, including the development of risk management plans, objectives, recommendations, metrics, methodology, policies, procedures, standards, and guidelines.

**EDWARD WATERS COLLEGE, Jacksonville, Florida**

*President Cabinet Member*

*Director of Human Resources/Title IX Coordinator*

*4/2017-10/2018*

Duties entailed overseeing the full scope of human resources. Directed staff in the areas of organizational structure, employment, compensation, employee database maintenance, payroll, benefits administration, employee and labor relations, orientation/training/development, Title IX Coordinator, and policy/procedure development. Responsible for development and monitoring of the human resources division budget.

- Responsible for the overall strategic direction of the Office of Human Resources with regards to the vision, strategy, integration, and implementation of all human resources policies, initiatives, operations, and systems, with an eye to Edward Waters College's mission, core values, and strategic goals.
- Provided strategic counsel to the College President, Vice-Presidents, and other leaders, while ensuring that all staff and faculty enjoy forward-looking policies and practices and have access to comprehensive services, balanced and responsive support, and confidential advisement.
- Directed, planned, and administered the implementation of Human Resources programs through Human Resources staff. Monitored administration to established standards and procedures. Identified opportunities for improvement and resolves any discrepancies.
- Oversaw and managed the work of reporting Human Resources staff. Encouraged the ongoing development of the Human Resources staff.
- Managed the institution compensation system to ensure pay rates were competitive to attract and retain high caliber employees. Conducted market salary research, establishes pay grades for new or reclassified positions, and managed the institution's performance review and pay-for performance plans.

- Ensured appropriate staffing, selection, employee retention and the development of a qualified pool via accurate job descriptions and various compensation, benefits, communication, and training programs.
- Managed labor and employee relations; prepared, negotiated, and implemented labor agreement; directed research on work rules, pay practices and other pertinent information at comparable institutions; and prepared cost analysis, exhibits, and summaries of survey information in support of contract negotiations. Served as Grievance Hearing Officer.
- Counseled and trained leaders on employee relations issues, resolved employee and student grievances under Title IX, conducted management exit interviews and examined all exit interviews for trends, implemented various employee relations programs to maintain a pro-employee environment that ultimately limited turnover.
- Conducted a continuing study of all Human Resources policies, programs, and practices to keep Cabinet Members informed of new developments.
- Oversaw institution Drug Testing Program to ensure compliance with Drug Free Workplace Act
- Responded to Equal Employment Opportunity Commission (EEOC), Unfair Labor Practices (ULP), and other legal complaints.
- Ensured institution compliance with federal, state, and local laws.
- Managed employee assistance program, reasonable accommodations, and fitness for duty assessments
- Developed, implemented, and managed a succession planning program to include conducting gap analysis to identify key areas and positions that would benefit from succession planning/knowledge transfer plan and developing the knowledge, skills, and abilities (KSA's) of existing employees to prepare them for advancement or promotion into more challenging roles

**COMFORT KEEPERS, INCORPORATED, Orange Park, Florida**

*Human Resource Consultant*

*2008-2017*

*(Assisted with start-up and worked part-time at 30 hours per week, evenings and weekends)*

Company supports the elderly and disabled through home health care 24 hours/days a week.

- Drove Comfort Keepers culture through its mission, vision, values, core strategies, expected behaviors, and customer service principles using implemented strategies, plans, and initiatives that effectively communicated and supported the company's overall objectives.
- Worked closely with owners to improve employee work relationships, engagement, retention, and performance.
- Identified workforce planning issues and partner with owners to address issues with focused solutions.
- Worked with owners in the design and execution of programs to meet training requirements and performance improvement.
- Participated and in conjunction with owners in the evaluation and monitoring of success of training programs; ensured training objectives were met. Ensured owners had appropriate talent pipeline.
- Developed and executed innovative programs that drove business performance improvements and desired outcomes in collaboration with owners.
- Served as a trusted advisor to guide business decisions and was sought out for perspectives in people-related decisions.
- Identified leadership development needs and provided solutions to improve the capability of owners to lead and manage their employees to achieve desired outcomes.
- Supported owners with the development of employee performance plans and career development plans through effective coaching, mentoring and training activities.
- Resolved major and highly sensitive employee relation problems

**DUVAL COUNTY SCHOOL BOARD (Wolfson High School), Jacksonville, Florida**  
*Counseling Department Chair/Specialist* **2006-2017**  
*Equity Advocate*

- Facilitated training on sexual harassment and diversity awareness as the Equity Advocate
- Facilitated training on Abuse, Suicide, and Bullying as the Department Chairperson
- Collaborated with administrators and stakeholders to ensure a comprehensive counseling program
- Managed and supervised a Counseling Advisory Board
- Managed and supervised a guidance and counseling responsive services program
- Conducted individual and group counseling sessions
- Managed and directed the college and career center
- Supervised a staff of Eight (Four Counselors; a Graduation Coach; Secretary; Data Entry Clerk; and a Registrar Clerk)

**ST. PAUL COMMUNITY EMPOWERMENT CENTER INCORPORATED, Jacksonville, Florida**

*Employability Skills Training Consultant (Grant Position-Evening)* **2001-2004**

The Center supports 1500 adult and teen clients annually through its adult enrichment program offering GED preparation, job placement and computer classes; a Neighborhood Accountability Board; a Front Porch Initiative; and an out of school suspension program.

Consulted with and provided employee relations assistance for 30 employees at the Center. Extensive public speaking with community groups. Built partnerships with agencies, parents, community leaders and students. Provided students with academic and career coaching in such areas as short and long-term goal setting, job search techniques, and interviewing skills.

**ST. PAUL MISSIONARY BAPTIST CHURCH, INC. Jacksonville, Florida**

*Human Resources Director* **2001-2003**

Established new HR Department for 68 employee organization. Developed human resource policies and programs. Addressed areas such as organizational planning, employment, orientation, risk management, employee relations, compensation and benefits, and employee services.

**Selected Accomplishments:**

- Developed human resource policies and programs for the entire organization. The major areas responsible for were organizational planning, organizational development, risk management, employment, indoctrination and training, employee relations, compensation and benefits, safety and health, and employee services.
- Determined and recommended employee relations practices necessary to establish a positive employer-employee relationship to promote a high level of employee morale.
- Identified legal requirements and government reporting regulations affecting human resources function (e.g. OSHA, EEO, ERISA, Wage & Hour (FLSA), FMLA, ADA). Monitored exposure of the company. Directed the preparation of information requested or required for compliance. Acted as primary contact with counsel and outside agencies.
- Established wage and salary structure, pay policies, performance appraisal programs, employee benefits programs and services, and company safety and health programs. Monitored for effectiveness and cost containment.

**Comptroller** - This 4000-member church has a budget of \$2.1M. Supervised two staff and eight volunteers to accomplish accounting activities which included budget preparation, cash flow projections, financial statements, accounts payable, accounts receivable, payroll and inventory control of fixed assets. Worked closely with Board of Trustees on financial budget and financial performance.

## **The ARC of Jacksonville, Jacksonville, FL**

### ***Human Resources Manager***

***1998 (7 months)***

- Provided human resource counsel and expertise to management and employees.
- Supervised two human resource and payroll clerks.
- Recruited exempt and non-exempt candidates
- Advised senior management on human resource issues such as disciplinary action, compliance with legal requirements, and employee concerns
- Conducted focus group with employees to share information and further communication.
- Partnered with supervisors to gain a consistent management approach to areas such as client focus, performance expectations, and attendance
- Served as a key leader in implementing an emergency management plan during hurricane season for staff and clients.
- Prepared and maintained risk management documentation, including risk management plans, objectives, recommendations, metrics, methodology, policies, procedures, standards, and guidelines.
- Recruited applicants through the following vehicles: billboards, job fairs, newspaper ads, and worldwide web job boards to meet monthly hiring and recruitment goals.
- Screened and interviewed applicants for exempt and non-exempt positions; and designed and facilitated a one-day orientation program for new hires.
- Determined and recommended employee relations practices necessary to establish a positive employer-employee relationship to promote a high level of employee morale.
- Developed a wellness program which included smoking cessation and a fitness program.

## **ADT SECURITY SERVICES, formerly SecurityLink, Inc., Jacksonville, FL 1998-2001**

### ***Call Center Human Resources Manager***

The major areas responsible for were organizational planning, organizational development, employment, training and development, employee relations, compensation and benefits, safety and health, and employee services.

- Provided human resource counsel and expertise to management and employees of 345 person; 24-hour Call Center. Supervised two human resource and payroll clerks. Recruited exempt and non-exempt candidates
- Advised senior management on human resource issues such as disciplinary action, compliance with legal requirements, and employee concerns
- Conducted focus group with employees on all three shifts to share information and further communication.
- Partnered with supervisors to gain a consistent management approach to areas such as customer focus, performance expectations, and attendance
- Gathered information and conducted interviews required for Equal Employment Opportunity Commission desk audit
- Served as a key leader in implementing a 24-hour emergency management plan during hurricane season for call center staff and customers
- Prepared and maintained risk management documentation, including risk management plans, objectives, recommendations, metrics, methodology, policies, procedures, standards, and guidelines.
- Recruited candidates through sources such as billboards, job fairs, ads, and colleges to hire 50 Call Center Representatives per month.
- Screened and interviewed applicants for exempt and non-exempt positions; and designed and facilitated a one-day orientation program for new hires.
- Developed a wellness program which included smoking cessation and a fitness program.

**Additional experience includes:**

***Site Human Resource Representative for Aramark Uniform Services, Inc. for 3 years***, which involved union contract negotiations for three unions, payroll and benefits administration, employee and labor relations, recruitment, and risk management.

**Selected Accomplishments**

- Collected, evaluated, and maintained data concerning employee injuries, claims, worker's compensation, and other risk related data
- Provided a quarterly summary to management on incidents, claims, and claim payments
- Served as the organization's liaison to the organization's insurance carrier-Alexsis Risk Management in Atlanta, Georgia
- Assisted in processing summonses and claims against the facility by working with legal counsel to coordinate investigations, processing, and defense of claims against the organization
- Actively participated in or facilitated trainings related to risk management, safety, and quality improvements
- Developed communication and education programs to maximize awareness
- Developed, implemented, managed, and updated ongoing recruitment and retention plans and executed companywide incentive and recognition programs
- Conducted employee opinion surveys and assisted with feedback sessions and action planning.
- Monitored and reviewed terminations; and conducted investigations and human resource audits
- Attended unemployment compensation hearings

***Payroll and Insurance Specialist for Lutheran Social Services of Northeast Florida, Inc. for 5 years.***

Responsibilities entailed administering payroll, benefits and HRIS processing. Processed payroll, including reviewing and importing hours from time and attendance, administered regulatory requirements, ex. garnishments, tax levies, support orders and other adjustments to pay as necessary. Performed internal audits and control procedures to ensure that all wages and taxes were accurate and payroll journal entries were correct. Administered an employee benefit programs, including enrollments, terminations, reconciling benefit invoices, bidding benefits, and maintained positive vendor relationships. Maintained the HRIS system and the electronic employee personnel files as it related to payroll and benefits.

## **PROFESSIONAL DEVELOPMENT**

### ***Company Sponsored Training:***

New Manager Program-3 days

Leadership Development Program-4 days

Executive Leadership Program- 7 days

### ***Company Sponsored Training***

Equity Advocate Training (Train the Trainer)-4 days

Society for Human Resource Management-National Conference in Chicago, IL -2018 (5 Days)

Society for Human Resource Management-National Conference in Las Vegas, NV-2019 (5 days)

Society for Human Resource Management-Local Chapter in Jacksonville, Florida- 2019 (2 days)

### ***Company Paid Trainings***

- A Seat at the Table as an Executive Leader
- How to Build Effective Leaders in the 21<sup>st</sup> Century
- Human Resources and the Law
- Managing Human Resources
- Payroll and the Law
- How to Avoid Wrongful Termination Lawsuits
- Interviewing for Emotional Intelligence
- Crisis Planning for Human Resources
- Wage and Hour Labor
- Human Resource Best Practices in the 21<sup>st</sup> Century
- How to Legally Terminate Employees with Attitude Problems
- How to handle Personality Clashes in the Workplace
- Essentials of Human Resource Training and Development
- How to Be Effective as an Executive Leader
- Fundraising and Fund Development

## **CERTIFICATIONS**

Florida Department of Education-Counseling Certification-2007 (Expires 6/30/2022)

Florida Department of Education-Business Certification-2007 (Expires 6/30/2022)

Senior Certified Professional in Human Resources Examination (SHRM-SCP)-February 4, 2021

## **SOFTWARE KNOWLEDGE**

Proficient user of Microsoft Applications: Word, Excel, PowerPoint, Access, Publisher, and Project Management

## **INFORMATION SYSTEMS**

- PeopleSoft (Human Resources, Payroll, and Performance Management)
- PAYCOM
- ADP Human Resource Suite
- ADP Payroll
- Kronos
- Applicant Tracking System (ATS)
- Genesis
- FOCUS
- Automated Church System (ACS) for Payroll and Human Resources
- Great Plains

## **PROFESSIONAL AFFILIATIONS**

American Counseling Association (ACA)  
National Association for Female Executives (NAFE)  
Society for Human Resource Management (SHRM)-National Chapter  
Society for Human Resource Management (SHRM)-Jacksonville Chapter  
Member of Jacksonville Human Resource Executives  
Member of Alpha Kappa Alpha Sorority, Inc.  
Academy of Finance Advisory Past Board Member  
First Coast Counseling Association (Past Board Membership Director)  
Florida Counseling Association  
College and University Professional Association for Human Resources (CUPA-HR)-Former Member  
Independent College and Universities Benefits Association (ICUBA)-Former Advisory Member

## **COMMUNITY AND CIVIC ORGANIZATIONS**

Civil Service Board Member (Appointed by City Council)  
School Advisory Council (SAC) Chairperson and Past Secretary  
LaVilla Dance Booster Board Member (Board President)  
The Movement Jax, Inc. (Board President)  
UNCF Council-Served as Secretary and Treasurer. Currently serves as Vice President  
UF Health (Community Advisory Board Member)

## **REFERENCES**

Available Upon Request