

Leah R. Hayes
leahrhayes@gmail.com

Career Objective:

Leadership position where I can utilize my human resources knowledge and my managerial, organizational, interpersonal, and creative skills which have been acquired through experience and education.

Professional Experience:

Division Chief of Talent Management – January 2017 to present
City of Jacksonville – Employee Services Department

- Oversee the management of staffing which includes recruitment, hiring, promotions, and volunteer services.
- Oversee the management of consultative services which includes partner strategically to meet the human resources needs of the departments reporting to the Mayor.
- Oversee the management of the Data Management section which includes the data going in and out of Oracle human resources information system.
- Manage and supervise the operations of the background and medical area and assures confidentiality of medical records.
- Identify, write and coordinate the writing of directives advising City employees and management of policies regarding the department's rules.
- Prepare, manage and monitor Division's annual operating budget.
- Investigate, resolve, and defend the City's personnel practices before the Civil Service Board and various legal forums.
- Advise, support and represent the Director of Employee Services (at meetings), on full range of HR issues.

Manager of Personnel Services – Data Management – June 2014 to January 2017
City of Jacksonville – Employee Services Department

- Responsible for supervising the operations of the Data Management area of Employee Services for the City of Jacksonville which includes the background and medical area.
- Managed and oversaw the quality and consistency of Oracle database information and ensures personnel actions are following current policies and procedures.
- Responsible for approving and validating Oracle access and responsibilities.
- Identified opportunities for improving Human Resource Information System (HRIS) processes through information system changes.
- Served as liaison between Employee Services and Information Technology.
- Identified, wrote and implemented policies and procedures regarding HRIS.
- Resolved complex technical problems.
- Coordinated and actively participated in all seasonal employee new hire and processing.

HR Business Partner – February 2013 to June 2014
City of Jacksonville – Employee Services Department

- As a strategic partner, consulted and provided advice to department directors, chiefs, managers and employees on human resource policies and procedures.
- Assisted departments with structured interviews to ensure that top talent is hired.
- Responsible for conducting job audits, salary analyses, and reviews compensation related issues.
- Responsible for developing and revising job specifications.
- Served as NEOGOV administrator.
- Planned and implemented the Jacksonville Journey-funded Mayor's Summer Jobs program coordinating efforts with WorkSource, Jacksonville Chamber of Commerce and Duval County School Board.
- Responsible for employee exit interviews and out-processing.
- Served as the Administrative Assistant to the Chief of Logistics under the City of Jacksonville's Emergency Operations Center which coordinates the receiving, tracking, storing and distributing of equipment, supplies and personnel needed during times of disaster.

HR Coordinator - April 2012 to February 2013

City of Jacksonville – Employee Services Department

- Responsible for recruitment and screening of City of Jacksonville jobs.
- Represented the City of Jacksonville at hiring/career fairs, expos and other venues as requested.
- Assisted with job analysis, structured interviews and conducting examinations.
- Served as NEOGOV administrator.
- Managed all summer jobs committee meetings to plan and coordinate the recruitment plan with several city departments.
- Planned and implemented the Jacksonville Journey-funded Mayor's Summer Jobs program coordinating efforts with WorkSource, Jacksonville Chamber of Commerce and Duval County School Board.
- Oversaw the coordination of external intern/volunteer recruitment, training and development as well as JaxCares, employee volunteer program and the Mayor's Mentor program.
- Served as the Administrative Assistant to the Chief of Logistics under the City of Jacksonville's Emergency Operations Center which coordinates the receiving, tracking, storing and distributing of equipment, supplies and personnel needed during times of disaster.

Talent Acquisition Supervisor - July 2009 to April 2012

City of Jacksonville, Jacksonville, FL 32202

- Responsible for supervising the operations of the Talent Acquisition area of Human Resources for the City of Jacksonville which included recruitment, background and the medical area.
- Represented the City of Jacksonville at hiring/career fairs, expos and other venues as requested.
- Actively engaged in the procurement of a new applicant tracking and on-boarding system.
- Coordinated and maintained working relationships between all city departments and

constitutional offices regarding hiring.

- Planned and implemented the Jacksonville Journey-funded Mayor's Summer Jobs program coordinating efforts with WorkSource, Jacksonville Chamber of Commerce and Duval County School Board.
- Responsible for volunteer recruitment, training and development.
- Served as the Administrative Assistant to the Chief of Logistics under the City of Jacksonville's Emergency Operations Center which coordinates the receiving, tracking, storing and distributing of equipment, supplies and personnel needed during times of disaster.

Program Manager, Office of Volunteer Services - June 2005 to July 2009

City of Jacksonville, Jacksonville, FL 32202

- Led and guided the operations of the Office of Volunteer Services for the City of Jacksonville.
- Oversaw the planning, organizing, marketing and coordination of volunteer recruitment for city departments and special events.
- Worked closely with city departments to determine volunteer needs and developed volunteer job descriptions.
- Developed and conducted formal and informal recruitment presentations to outside agencies.
- Oversaw all volunteer processing and screening and worked with department regarding volunteer discipline.
- Monitored expenditures and developed correspondence and required reports.
- Conducted volunteer training and development.
- Served on the Community Services Department management team and participated in the departmental decision making process.
- Served as the lead for the Volunteer Unit under the City of Jacksonville's Emergency Operations Center which coordinated the receiving, tracking, storing and distributing of equipment, supplies and personnel needed during times of disaster.

Public Relations Specialist, Adult Services - August 2001 - June 2005

City of Jacksonville, Jacksonville, FL 32202

- Responsible for the planning, organizing, marketing and the implementation of special events for senior citizens in Jacksonville.
- Gathered cost data, calculated and monitored budget for each special event. Recruited, trained, and scheduled volunteers to assist with events.
- Planned and designed directory, flyers, brochures, news releases and quarterly employee newsletter.
- Conducted formal and informal presentations to public and private sector organizations.
- Maintained effective working relationships that promoted cooperation and collaboration with co-workers and team members.

Director of Health and Safety - January 1998 to August 2001

American Red Cross, Jacksonville, FL 32203

- Responsible for developing and implementing a business plan for the delivery of health and safety training/educational courses to the general public.
- Oversaw all aspects of the Health and Safety Department.
- Oversaw all human resource functions including hiring, processing, training and supervising paid and volunteer staff and assured adherence to nationally established policies and procedures.
- Met budgeting needs of the Northeast Florida Chapter by utilizing financial and statistical forecasting within the revenue generating policies of the American Red Cross National Headquarters.
- Conducted presentations to large groups and created flyers and brochures to promote education and services offered.

Lead Health Educator - March 1996 to September 1997

Wilkes County Health Department, Wilkesboro, N.C.

- Oversaw all human resource functions including hiring, processing, training and supervising and assured adherence to established employment policies and procedures for the Health Education Department.
- Provided consultative and administrative work in planning and implementing public health education programs for a local health department and community.
- Provided direct supervision to the Health Education staff including Health Educators and management support.
- Planned, developed, and submitted budget requests for health education services and identified health education staffing needs.

Health Education Specialist - October 1995 to March 1996

Yadkin County Health Department, Yadkinville, N.C.

- Employed as the Health Educator for the Health Department.
- Planned, implemented and facilitated parenting and family planning classes.
- Provided health promotion programs to local industries and developed health programs for clinics and community, based on community diagnosis.
- Planned and conducted programs designed to promote and stimulate community awareness of and interest in public health issues and their involvement in health education activities.

Education:

Appalachian State University, Boone, N.C.

Bachelor of Science in Community Health Education, January 1991

Concentration: Administration