

CAROLINE WALLACE

QUALIFICATION SUMMARY

High-energy administrative, dependable professional with good judgment and wisdom; Excellent knowledge of principals and procedures for personnel recruitment, selection, training, compensation and benefits, personnel information systems, business and management principles involved in strategic planning, leadership technique and coordination of people and resources; Strong ability to read and understand information and ideas presented in writing and to apply general rules to specific problems to produce answers that make sense; Extensive experience in employee relations

EDUCATION

- *M.A., Human Resource Management (MHRM), Keller Graduate School of Management, 2006 - www.keller.edu*
- *B.S., Psychology, Southern University and A&M College, 1996 – www.sabr.edu*

WORK EXPERIENCE

*05/2023 – Present: Franciscan Missionaries of Our Lady University (FranU) – www.franu.edu
5414 Brittany Drive / Baton Rouge, Louisiana 70808 / (225) 526-1700*

Director of Human Resources

Under the appointment and direction of the Vice President of Operations and Finance, responsible for the administration and coordination of the Franciscan Missionaries of Our Lady University (FranU) Human Resources program including, but not limited to, recruitment: pre-employment screening and background checks; compensation; benefits; personnel policies; employee development and training; ensures compliance with applicable state, federal, local laws and regulations; and acts as an internal consultant advising departments on Human Resources issues.

Leadership

- Provides effective direction and guidance to program leads and department heads and appointing authorities in the hiring, training, and evaluation of staff as to University's and specific department's policies and objectives.
- Provides guidance and counsel in maintaining good employee and employer relations throughout the organization.
- Assists the Vice President of Operations and Finance in preparing, negotiating, administering, and interpreting employee contracts and in resolving labor relation issues, grievances, and disputes.
- Serves as liaison to FMOLHS Human Resource service provider. Works with Franciscan Missionaries of Our Lady University Health System Group benefit plan and assists in the preparation and submittal of all employee benefit programs that are specific to FranU
- Advises Vice President of Operations and Finance, President, department heads, and various employees on personnel transactions. Works to improve communication within and between departments; answers inquiries and assists department heads and supervisors regarding personnel policies and procedures.

Program Management and Daily Operations

- Manages all aspects of recruitment, selection and placement to ensure the generation of a sufficient quantity of high-quality applicants to meet departmental staffing needs and that reflect the long and short-term goals of the organization.
- Creates and reviews internal processes and controls to ensure culture and brand awareness.
- Oversees the administration of compensation and classification policies in accordance with University bylaws and federal and state statutes. Evaluates and makes recommendations to the Vice President of Operations and Finance and the President's Cabinet regarding compensation and classification actions.
- Works with department heads to draft job descriptions. Implements and oversees related salary and classification studies.
- Maintains confidential personnel records, ensuring individual employee files are current and complete. Monitors and approves all changes of status, recommending non-routine changes to the Vice President of Operations and Finance as appropriate. Posts changes and/or supervises staff engaged in entering changes to employee files. Prepares periodic reports on personnel data including but not limited to CUPA-HR, IPEDS and OSHA

- Manages exit and stay interviews process as well as reports regarding reason for leaving and instituting retention strategies based on responses received.
- Oversees the administration of workers compensation and injured on duty leaves in conjunction with FMLA, including the review and approval of injury reports and workers compensation calculations, monitoring of medical treatment, interaction with the Department of Industrial Accidents, assists in development of internal policies and procedures to reduce employee accidents.
- Maintains the employee handbook.
- Update annual safety training for faculty and staff.
- Maintains non-discrimination program; files EEO-1 annually, maintains other records, reports and logs to conform to EEO regulations.
- Serves as the Title IX Coordinator for the University and represents the University at personnel-related hearings.
- Develops and manages departmental budget.
- Performs other related duties, as assigned

Performance Improvement and Quality

- Maintains and implements personnel bylaws, policies, and procedures, ensuring consistent interpretation and application. Recommends and drafts new and revised bylaws, and policy language for the University President and President's Cabinet. Provides personnel policy information to employees and advises on interpretation.
- Oversees or assists as necessary, the administration of the University's performance appraisal process; ensures that department heads are completing regular and probationary performance reviews on a timely basis; provides support to the President's Cabinet and University officials in their review and approval.
- Ensures University compliance with applicable state, federal and local laws, including Fair Labor Standards Act, Americans with Disabilities Act, non-discrimination laws, and Family Medical Leave Act.

Title IX Coordinator

- Serves as the University's custodian of all Title IX, harassment, discrimination, sexual misconduct (including sexual assault and inappropriate sexual conduct), domestic violence, dating violence, stalking and related retaliation records for internal and external reporting purposes by maintaining documentation and records of complaints, investigations, and reports. Safeguards their confidentiality.
- Monitors, audits, and oversees compliance of University policies and procedures to include assigned federal and or state compliance obligations are satisfied. Provides documentation of these efforts. Federal and state regulatory compliance areas include, but are not limited to: Title IX of the Education Amendments of 1972 (Title IX), the Violence Against Women Reauthorization Act (VAWA), Campus SaVe Act, Americans with Disabilities Act/Section 504 of the Rehabilitation Act of 1973 (ADA), the Clery Act, the Occupational Safety and Health Act of 1970, Title VII of the Civil Rights Act of 1964.
- Responsible for ensuring the University conducts prompt and impartial investigations and fair hearings in accordance with Title IX and University policy when a Complainant files a Formal Complaint. The Title IX Coordinator is also responsible for initiating the grievance process if he or she determines an investigation is necessary in cases where the Complainant does not file a Formal Complaint.

12/2021 – 05/2023: Louisiana State University (Pennington Biomedical Research Center) – www.pbrc.edu
 6400 Perkins Road / Baton Rouge, Louisiana 70808 / (225) 763-2500

Assistant Director of Human Resources

Under the general director of the Director of Human Resources, the primary function is to coordinate Human Resources policies and programs with emphasis on learning and development, HRIS operations, as well as insuring that the organization is in full compliance with applicable laws and regulations. In addition, working closely with the Director of Human Resources in developing, implementing and evaluating ongoing Human Resources policies, programs, functions and activities.

- Assumes responsibility for the Director of Human Resources in their absence

- Create, design, present and execute Organizational Development and Training Programs to build human capital and foster a culture of continuous employee development, growth and engagement
- Conduct needs assessments that provide a roadmap for Leadership Development, Team Development and Organizational Communication Programs and practices
- Management of in-house training and development function
- Develops organization strategies by identifying and researching Human Resources issues; contributes information, analysis and recommendation to organization strategic thinking and direction
- Reviews Human Resources policies to ensure compliance with state laws, federal regulations, etc., and revises policies to maintain compliance; Researches, develops, and recommends new and modified policies as necessitated by changes in law or rules and regulations
- Implements Human Resources strategies by carrying out established Department accountabilities, including talent acquisition, staffing, employee processing, compensation, health and welfare benefits, training and development, records management, safety and health, succession planning, employee relations, retention, AA/EEO compliance, etc.
- Complies with federal, state and local legal requirements by studying existing and new legislation, anticipating legislation, enforcing adherence to requirements, and advising management on needed actions
- Assists in the administration of the employee Performance Management System
- Assists in the administration of the Center's classification system, including the development and revision of job descriptions and evaluation and placement of positions within classifications
- Addresses issues and questions posed by general employees regarding interpretation of Center policies, labor and employment law, benefit programs and personnel management concerns; refers complex legal issues to in-house counsel, as appropriate
- Ensures compliance with Center policies and laws affecting employment such as the Fair Labor Standards Act (FLSA), EEO, Fair Employment Practices and the Americans with Disabilities Act (ADA); Responsible for complaint investigation
- Compiles, analyzes, and communicates the results of assessments for Human Resources' effectiveness in terms of employee accomplishments and performance; This includes the need to develop, prepare, generate and analyze ongoing and ad-hoc special reports pertaining to employee personnel information and data, including issues staffing levels, turnover, absenteeism, recruitment, applicant tracking, affirmative action/EEO, compensation, promotions, etc.; Effectively utilizing the data processing system to obtain, store and analyze pertinent data and information
- Exemplifies the desired culture and philosophies of the organization
- Works effectively as a team member with other members of Management and the Human Resources staff
- Performs other related duties, as assigned

08/2013 – 12/2021: *Education Management, Inc. (dba Blue Cliff College)* – www.bluecliffcollege.edu
 11744 Haymarket Avenue, Suite D / Baton Rouge, Louisiana 70816 / (225) 283-4163

Human Resources Manager

Under the general direction of the Vice President of Finance, the Human Resources Manager is an advanced internal HR consultant supporting strong organization performance through coaching, mentoring, and supporting organizational leaders ensuring alignment of departmental practices with organizational goals, and providing informed input into the strategic planning process; Uses advanced knowledge of various human resources functions, including staffing, compensation, benefits, training and employee relations to provide both tactical and strategic HR support to management: Acts as an employee champion and change agent to deliver customized, value-added HR solutions.

- Provide strategic direction and implementation efforts related to the consist delivery of HR services in critical areas such as internal employee communications, organizational development, employee relations, policy and procedure development and workforce planning
- Focus on operational effectiveness, communication branding, organizational development and continuous improvement of critical services; Aligns HR resources, initiatives and organizational objectives
- Provides employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale

- Identifies legal requirements and regulations affecting the Human Resources function (e.g., OSHA, EEO, ERISA, Wage and Hour, etc.); Manages the preparation of information requested for compliance; Acts as primary contact with legal counsel and outside government agencies
- Collaborates with internal and external personnel (e.g., auditors, public agencies, benefit administrators, etc.) for the purpose of implementing and/or maintaining services and programs
- Consults and advises on a variety of sensitive personnel issues (e.g., discipline, hiring, promotions, return to work, etc.) for the purpose of assisting in effective decision making and enforcing all relevant policies, procedures and regulations
- Coordinates the recruitment process (e.g., advertising vacancies, screening applicants, conducting initial interviews, making recommendations for hire, new employee orientation, exit interviews, etc.) for the purpose of maintaining a highly qualified staff
- Protects interests of employees and the organization in accordance with Human Resources policies and governmental laws and regulations; Approves recommendations for terminations; Reviews employee appeals through complaint procedure
- Establish wage and salary structure; pay policies, performance appraisal programs, employee benefit programs and services and company safety and health programs; Monitors for effectiveness and cost containments
- Establishes in-house management training programs that address needs across organization (i.e., interviewing, performance appraisal, etc.)
- Maintains manual and electronic documents, files and records (e.g., personnel files, insurance files, vacancy listings, applicant tracking, etc.) for the purpose of providing accurate information in compliance with regulatory requirements and established guidelines
- Participates in meetings, workshops, job fairs and seminars for the purpose of conveying and gathering information regarding a variety of subjects required to carry out their administrative responsibilities
- Performs personnel administrative functions (e.g., hiring, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and ensuring department/program outcomes are achieved
- Train management and employees on proper behavior and management techniques
- Be a resource for all managers on human resource related issues
- Review all employee Performance Improvement Plans (PIPs) to ensure accuracy and appropriateness
- Stay abreast of all Human Resource policies, program and practices to keep the organization abreast of new laws and developments
- Coordinate the design, development and ongoing administration of Benefit and Wellness programs, ensuring that they attract and retain the best talent and align with business strategy
- Provides periodic reports to Executive Management, as needed or requested
- Keep managers informed of significant problems that jeopardize the achievement of objectives
- Performs other related duties, as assigned