

Mary Elizabeth Miles

SUMMARY OF QUALIFICATIONS

Qualified human resources professional with extensive knowledge in compliance, employee relations, recruitment and staff development; in-depth labor law, investigation, conflict management, and mediation experience; aptitude for identifying and correcting processes, policies and audit procedures to optimize productivity; passionate commitment to people and their personal and professional development; proven track record of designing and implementing staff development curriculum and structure to develop and motivate clients and staff; dedicated to providing outstanding customer service and exceeding the customer's expectation; committed leader with proven ability to motivate staff to accomplish goals

EDUCATION AND TRAINING

Master of Science, Justice Administration, University of Louisville, Honors, May 2002.

Bachelor of Arts, Sociology, University of Louisville, May 1998.

Trained Mediator, ADA Workplace Disputes and Divorce and Child Custody, State of Kentucky, 2004.

EXPERIENCE

University of Louisville

Human Resources, Director of Employee Relations and Talent Management, 03/16 – present

Human Resources, Director of Employee Relations and Staff Development, 12/10 – 03/16

- Manages and mentors professional team.
- Serves as university Deputy Title IX Coordinator.
- Oversees projects and analysis of the university's Affirmative Action Plan.
- Oversees programs, policies, and practices to ensure university complies with federal, state, and local regulatory requirements such as OFCCP, EEOC, USCIS, DOL, DOE. Monitors labor laws and regulations that may affect the university's policies and/or procedures and creates corrective action plans for resolution of problematic issues.
- Manages complaint and investigation processes such as Title VII, Title IX, grievances and appeals; identifies and addresses any patterns or systemic problems that arise during the review of such processes.
- Interprets university policies and procedures; develops and implements departmental policy and procedures.
- Oversees ADA accommodation process for employees.
- Manages staff disciplinary process and pre-termination proceedings; ensures policy application is equitable and consistent.
- Oversees leave management program which includes FMLA, temporary medical leave and shared leave.
- Manages and develops university's performance management system.
- Oversees the recruitment process for all staff positions; collaborates with compensation team for special projects such as 2016 FLSA Overtime Rule implementation and living wage increases.
- Manages reduction in force and faculty/staff waiver processes.
- Resolves employee relations concerns through coaching and mediation.
- Oversees annual staff recognition luncheon.
- Develops, conducts and monitors exceptional staff development courses.

Louisville/Jefferson County Metro Government

Community Action Partnership, Executive Director, 09/07 – 12/10

- Provided overall leadership, coordination and implementation of all activities for a public nonprofit social service agency, which serves over 35,000 citizens in the Metro Louisville area.
- Developed agency vision, mission statement and performance based culture focused on continuous improvement, personal integrity and client satisfaction.
- Collaborated with tripartite Administering Board to develop and implement agency annual plan.
- Managed, developed and mentored professional management team.
- Administered annual budget of \$10 million dollars.
- Managed and complied with multiple federal and state grant regulations.

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- Provided executive oversight of annual planning process; assessed and allocated resources based on needs.
 - Created and monitored innovative self-sufficiency programming: job creation, scholarships, financial literacy, home ownership counseling, life skills and job readiness training, emergency assistance, and nutrition services.
 - Monitored agency outcomes; ensured program quality and effectiveness.
 - Developed, evaluated and interpreted administrative policies and procedures.
 - Created and fostered community partnerships; pool resources.

Louisville/Jefferson County Metro Government

Human Resources, Compliance and Training Manager, 03/05 – 09/07

Human Resources, Compliance Manager, 08/04 – 03/05

- Supervised, trained and evaluated professional team.
- Designated *Metro Compliance Officer*; ensured Metro agency compliance of federal, state and local employment laws, such as: Title VII of the Civil Rights Act, Americans with Disabilities Act, Age Discrimination in Employment Act, Kentucky Unemployment Insurance, and Family Medical Leave Act.
- Conducted, monitored, and reviewed discrimination, disciplinary and fact-finding investigations.
- Served as Metro representative in employment proceedings: EEOC and unemployment insurance hearings.
- Documented deficiencies in controls, non-compliance of regulations, and fraud.
- Wrote Metro Louisville Affirmative Action Plan.
- Developed, evaluated and interpreted administrative policies and procedures.
- Championed the implementation of mediation services at Louisville Metro Government.
- Conducted mediations and alternative dispute resolutions.
- Launched Louisville Metro employment law training campaign.
- Merged compliance and training divisions.
- Reinvented Louisville Metro training curricula and culture (*Metro Training University*).
- Developed performance review system and training module for 6500 employees.
- Conducted and monitored exceptional staff development courses.
- Facilitated workplace climate meetings/surveys; developed plan of corrective action.
- Significantly increased staff development attendance and participation.
- Leveraged Louisville Metro resources; incorporated guest presenters/trainers from various Metro departments.

Louisville/Jefferson County Metro Government (City of Louisville)

Metro Parks, Labor Relations and Contract Administrator, 10/00 – 08/04

- Served as agency representative in employment proceedings: law suits, grievances, arbitrations, EEOC and unemployment insurance hearings.
- Served as a liaison between the union and management.
- Negotiated Collective Bargaining Agreements on behalf of management.
- Conducted and monitored disciplinary and grievance hearings.
- Imposed discipline/corrective action plans.
- Conducted and evaluated audits for departmental operations.
- Documented deficiencies in controls, non-compliance of regulations, and fraud.
- Prepared and negotiated the terms of contracts and agreements on behalf of agency.
- Developed and conducted exceptional staff development courses.
- Coordinated and monitored volunteer and vendor/concession programs.
- Requested and reviewed criminal background reports to determine employment eligibility.
- Conducted research on employment law interpretations and specialized projects/challenges.