

JAN HOUSER

Director Of Human Resources

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Dynamic professional with extensive experience managing and leading HR initiatives to drive organizational success. Proven track record of developing creative solutions that reduce costs, increase operational efficiency and improve employee engagement. Skilled in cultivating relationships with key stakeholders and implementing best practices to ensure compliance. Expertise in strategic HR planning, talent acquisition, employee relations, and compensation and benefits.

Experience

Director Of Human Resources

THE CHILDREN'S BOARD OF HILLSBOROUGH COUNTY, Tampa, FL

October 2014 - Present

- Oversees HR activities for one of the largest Children's Services Councils in the State of Florida
- Manage and execute complex HR projects to ensure alignment with organizational needs and policies
- Provides leadership and expertise for the Human Resources functions including: Recruiting, employee relations, compensation, employee engagement practices, training and organizational change
- Develops human resource goals, processes and measurement systems that support Agency goals and objectives
- Evaluates overall HR strategies and metrics and makes recommendations
- Develops and monitors departmental budget
- Ensures that Agency personnel policies and procedures are applied consistently throughout the Agency, and takes action to correct inconsistencies
- Assists supervisory staff and others with interpretation of Agency policy and prepares related directives and documentation for their use
- Provides guidance and support to supervisors and staff in solving HR and employee relations issues
- Coordinates professional development opportunities and ensures consistent application of organizational policies and procedures
- Managed the full implementation of a new HRIS system to include web benefits and payroll in partnership with Finance department
- Created a new performance management system to improve the coordination performance reviews and performance improvement processes for all employees; ensures consistent application of Children's Board policies and procedures and tracks to ensure timeliness of evaluations.

Human Resources Manager

M2S, INC, West Lebanon, NH

January 2010 - January 2014

- Led all HR functions to include full-cycle recruiting, employee relations, training and development, compensation and benefits, organizational development policy interpretation and performance management
- Responsible for reporting and compliance with affirmative action regulations
- Provided employee relations expertise and a channel for employees and managers to improve communication and to constructively resolve conflicts and problem-solve

- Partnered with senior management to identify staffing needs and planning; recruit, interview and select top tier candidates
- Responsible for the design and administration of all employee benefit plans including health, dental, disability insurance, 401(K) and Section 125 programs
- Enhanced employee performance and morale by developing and implementing effective curriculums, training materials and new employee orientations
- Provided proactive leadership in promoting and maintaining the company's culture
- Coordinated with corporate legal counsel in preparation and processing H1B Visas and Green Card Applications
- Collaborated with Health and Safety Manager to develop and monitor safety training programs
- Recognized for exceeding expectations and building conformity and trust amongst employees
- Served as Chair of Wellness Committee; designed programs to support employee health including arranging topical seminars, publishing a monthly newsletter and encouraging physical activity

Human Resources & Practice Relations Manager

TWO DEGREES, LLC, Seattle, WA

January 2001 - January 2009

- Created an HR Department from ground level up by effectively implementing all facets of HR functions including policy development, recruiting, benefits administration, training and performance management
- Developed all processes and policies to support corporate expansion in collaboration with Senior Management
- Improved customer support by bridging communications between cross-functional employees; coordinated quarterly meeting for the executive team and facilitated team building activities and client networking events
- Partnered with Marketing and Leadership Team to improve communication techniques and consistent messaging across all offices
- Point of contact for all employee inquiries regarding compensation, benefits and program
- Partnered with hiring managers to identify top-tier candidates based on specific qualifications and characteristics
- Improved on-boarding practices by enacting company-wide training and new employee orientation programs
- Collaborated with national directors to enhance work performance, improve productivity and set performance metrics resulting in a less than 2% turnover rate
- Executed a high-level recruiting project to staff over 50 senior level accounting and finance personnel nationwide; coordinated all travel logistics and interview schedules to ensure a smooth, positive experience for each candidate

Education

Bachelor Of Arts

Emory University, Atlanta, GA

May 1992

Skills

- Human Resources Team Leadership
- Culture Transformation
- Training and Development

- Talent Review
- HR Strategy
- Payroll and Benefits Administration
- HRIS Systems
- Microsoft Office Suite

Certifications

- SHRM - SCP
- SPHR

Affiliations

Leadership Hillsborough
Board of Directors - 2021 - 2023

Florida Public Human Resources Association
Active Member - 2018 - Present

SHRM
Active Member - 2016 - Present

Hillsborough County Employee Advisory Committee
2014 - 2019
Chair - 2018 - 2019

Additional Information

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