

SUSAN MERRIS, SHRM-SCP, SPHR

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Cell - 239-222-8520

HR DIRECTOR/MANAGER – RECENTLY RELOCATED TO KANSAS CITY, MO

- Reliable and self-motivated human resources professional with diverse industry experience
- Solid generalist and management skills with a reputation for high productivity
- Experienced with multi-site/multi-state operations and diverse workforces
- Motivated by challenge and adept at balancing long-range HR strategy with effective day-to-day operations
- Team player with a hands-on approach effective at interacting with all levels of employees

PROFESSIONAL EXPERIENCE

Human Resources Director *(in Kansas City available for work– taking extended vacation through October)* **2007- 10/2018**

Lee County Mosquito Control District – Lehigh Acres, Florida

Public sector independent special districts (including Lee County Hyacinth Control District) with 85 full time employees and up to 40 seasonal employees

- Direct the development, implementation, and continuous improvement of Human Resources functions and practices including legal compliance (including but not limited to FMLA, FLSA, Title VII, ADA, ADEA, GINA, PDA, IRCA, EPA, COBRA and all applicable Florida Statutes), policies and procedures, employee relations, performance management, recruitment, benefits administration and compensation
- Work closely with Deputy Directors and managers to develop succession plans and training programs for upcoming vacancies due to staff retirements
- Developed and implemented an annual performance evaluation process for both full time and seasonal staff; conducted training sessions for supervisory personnel at implementation, coach management on on-going performance management issues and effective evaluation strategies
- Manage the entire hiring process from recruitment to on-boarding; implemented standardized hiring practices for both Districts; coach and train hiring managers on best hiring practices
- Work closely with Executive team to revise, update and implement multiple policies and completely revised the employee handbook to align it with current practice; continually address compliance updates
- Manage all aspects of benefits administration for employee and retiree plans and implemented consistent communication methods for plan changes and open enrollment; work closely with CFO, Executive Director and Board of Commissioners on plan renewals and ACA compliance strategies; prepared 1095-C reporting and set up measurement and stability period tracking and administration in-house; assist CFO with implementation of OPEB retirement benefits trust and transition to new 457(b)/401(a) provider
- Developed, implemented and administer four structured pay plans; conduct periodic salary reviews of current position pay ranges and work closely with the Executive Director to research and assign newly created positions to appropriate pay grade
- Created job descriptions for all positions for first time in Districts' history; maintain and update as needed
- Worked closely with the Finance Department to successfully migrate from internal payroll system to ADP; enter bi-monthly payroll changes for payroll processing for both Districts
- Regular presenter at Florida Mosquito Control Association Dodd Short Courses for Director's and Commissioner's Caucuses on a variety of HR topics; serve as resource to other mosquito control districts

Human Resources Director

2003 - 2007

Human Resources Manager

2002 - 2003

Benefits Analyst

2001 - 2002

Six L's Packing Company - Immokalee, Florida

Family of agricultural companies, comprising the largest grower, packer, shipper in Florida with facilities in 9 states, with 1,500 full time employees and up to 2,000 seasonal employees

- Advised owners and senior management on compliance issues; coached and mentored managers on employee relations, supervisory communication skills, employee coaching and disciplinary process

- Positioned Human Resources as a resource to managers and established a positive reputation with the diverse employee population on both the farming and packing/repacking sides of the business
- Developed company-wide, multi-year “Best Practices” supervisory training programs for over 300 supervisory personnel; produced over 30 “real-life” video scenarios for both “Farming” and “Packing/Repacking House” versions, for internal management development
- Worked closely with counsel to achieve successful outcomes of EEOC claims and other legal actions against the company and provided ongoing education to managers to develop a proactive, preventive management style
- Implemented major compliance changes including uniform FMLA administration, consistent hiring practices for both seasonal and full time employees and orchestrated companywide employee issue and performance documentation practices including an annual performance evaluation program all of which provided a solid foundation to support the company position in legal defenses
- Created a videotaped orientation program in three languages for use on seasonal group hiring days (up to 300 hires at a time) and streamlined the seasonal hiring into a consistent and compliant process
- Completely overhauled employee handbooks for both seasonal and full time employees for three Six L’s companies in three languages
- Administered benefit programs; revamped eligibility criteria/process and implemented consistent annual open enrollment at multi-state locations; oversaw multiple plan design changes and one carrier change
- Managed Worker’s Compensation, Property, Auto and Liability Insurance administration and oversaw the Security Department of approximately 20 employees for multiple years until an organizational restructure
- Oversaw administration of weekly HR changes to payroll (\$70 M annual payroll) for seven Six L’s companies and managed new hire reporting in nine states; assisted Payroll Department with the implementation of new payroll software including data entry of current and past data
- Oversaw a team of 7 HR professionals and supported 10+ on-site office administrators with HR issues

Human Resources Manager	1999 - 2000
Senior Human Resources Specialist	1998 - 1999
ValueOptions - Durham, North Carolina	
Human Resources Coordinator	1996 - 1998
Storr Office Environments - Raleigh, North Carolina	
Benefits Assistant	1994 - 1996
Comprehensive Home Health Care - Wilmington, North Carolina	
Temporary Personnel Assistant	1993 - 1994
Springfield Police Department – Springfield, Illinois	

EDUCATION & AFFILIATIONS

Bachelor of Arts Degree	Illinois College - Jacksonville, Illinois -1992
Senior Professional in Human Resources (SPHR)	Certified Since December, 2006
SHRM Senior Certified Professional (SHRM-SCP)	Certified Since June, 2015
Member, SHRM Southwest Florida	Since 2001
Member, SHRM of Greater Kansas City	Since 2018
Member, SHRM of Johnson County	Since 2018
Member, Society for Human Resource Management (SHRM)	Since 2002
Member, Florida Public Human Resources Association	Since 2010