

DATE: March 22, 2016

TO: City Clerk

FROM: City Representative Cortney Niland

ADDRESS: 300 N. Campbell St./ 2nd Floor, El Paso, TX TELEPHONE 915-212-0008

Please place the following item on the (Check one): CONSENT XXX REGULAR _____

Agenda for the Council Meeting of April 5, 2016

Appointment of Dalia De Los Santos to the Civil Service commission by Representative

Item should read as follows: Cortney Niland, District 8

BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM

NAME OF BOARD/COMMITTEE/COMMISSION: Civil Service Commission

NOMINATED BY: Representative Cortney Niland DISTRICT: 8

NAME OF APPOINTEE Dalia De Los Santos
(Please verify correct spelling of name)

E-MAIL ADDRESS: _____

BUSINESS ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ PHONE: _____

HOME ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ PHONE: _____

DOES THE PROPOSED APPOINTEE HAVE A RELATIVE WORKING FOR THE CITY? YES: | NO:

IF SO, PLEASE PROVIDE HIS OR HER NAME, CITY POSITION AND RELATIONSHIP TO THE PROPOSED APPOINTEE:

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: Eileen Karlsruher

EXPIRATION DATE OF INCUMBENT: 01/31/2015

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE): TERM EXPIRED: X
RESIGNED _____
REMOVED _____

DATE OF APPOINTMENT: 04/05/2016

TERM BEGINS ON : 02/01/2015

EXPIRATION DATE OF NEW APPOINTEE: 01/31/2018

PLEASE CHECK ONE OF THE FOLLOWING: 1st TERM: X

2nd TERM: _____

UNEXPIRED TERM: _____

DALIA DE LOS SANTOS, PHR

CAREER OBJECTIVE: A senior managerial position where my extensive experience in Human Resource will contribute to the overall success of the organization.

SUMMARY OF QUALIFICATIONS

- Twenty-one years of experience in Human Resource administration and development of policies and programs with demonstrated history of increased responsibilities.
 - Seven years of successfully managing and supervising HR professionals and hourly staff.
 - Strengths in managing employee relations, employee conflict resolution, and disciplinary actions.
 - Strengths in managing and implementation of employee benefit programs, salary administration, and merit increases.
 - Strengths in recruitment and hiring of senior level managerial, supervisory, professional, and hourly staff to ensure full compliance with EEOC and DOL requirements.
 - Computer literate in Microsoft Word, Excel, Power Point, Lotus Notes, and Windows.
 - Excellent communications skills including written, verbal, and interpersonal.
 - Bilingual in English and Spanish.
-

PROFESSIONAL EXPERIENCE

Project Amistad, El Paso, Texas

10/14 to Present

HUMAN RESOURCE DIRECTOR

- Proficient about the agency's Personnel Policies and Procedures, Human Resources procedures, ADP Payroll System, and related software programs and contract services to ensure efficient operation of the Human Resource functions.
- Supervise staff as assigned and ensures that the agency is in full compliance with local, state, and federal laws and regulations regarding employment practices, policies and procedures, and that the agency's compensation and benefits program is well managed.
- Oversee recruitment, interviewing, assessments, and the selection process to fill vacant positions.
- Perform analysis of Workers Comp claims and provides support to management staff to ensure claims are managed and monitored in the best interest of the agency.
- Respond to inquiries regarding policies, procedures, and programs.
- Respond to Time and Attendance and payroll inquiries that arise and ensures consistency in making decisions regarding said issues.
- Represent the agency's best interests at mediations, arbitrations, workers' compensation and unemployment hearings, and court hearings or legal proceedings and prepares reports and research as needed.
- Establish policies that seek to increase retention rates and foster employee job satisfaction and high morale.
- Approve terminations and ensure incidents leading to terminations are well documented and are not arbitrary or discriminatory.
- Oversee maintenance of accurate and complete personnel records.
- Ensure that rules concerning confidentiality and retention are followed.
- Developed and monitor department budget and ensure expenses remain within approved levels.

Fas-Tes Franchise, El Paso, Texas - FRANCHISE OWNER

08/12 to Present

OFFICE MANAGER

08/12 – 10/14

- Responsible for the day to day operations of running a Drug, Alcohol, & DNA testing facility.
- Develop Drug & Alcohol Policies for Clients.

- Facilitate Workplace Drug Screen Programs for Clients.
- Facilitate Random Drug Screen Programs for Clients.
- Facilitate Drug, Alcohol, & DNA testing for Clients.
- Perform Background Checks for Clients.
- Facilitate Post-Accident and After Hours Testing for Clients.

Mesilla Valley Transportation, El Paso, Texas

08/11 to 08/12

HUMAN RESOURCE DIRECTOR

- Manage the HR department supporting 1300 professional and hourly employees. Supervise daily activities of HR staff.
- Ensure policies, procedures, and reporting are in compliance with legal requirements and government reporting regulations affecting human resources functions.
- Oversee recruitment, interviewing, assessments, and the selection process to fill vacant positions.
- Advise management of appropriate resolution of employee relations issues.
- Respond to inquiries regarding policies, procedures, and programs.
- Conduct wage surveys within labor market to determine competitive wage rate.
- Represent Company at personnel-related hearings and investigations.
- Establish policies that seek to increase retention rates and foster employee job satisfaction and high morale.
- Approve terminations and ensure incidents leading to terminations are well documented and are not arbitrary or discriminatory.
- Oversee maintenance of accurate and complete personnel records.
- Ensure that rules concerning confidentiality and retention are followed.
- Worked with top management to set long-term staffing goals and strategies.

The El Paso Electric Company, El Paso, Texas

03/04 to 05/11

EMPLOYEE RELATIONS MANAGER (02/08 to 05/11)

- Managed the HR department supporting 965 professional and hourly employees. Supervise daily activities of HR staff.
- Responsible for development, administration and compliance with Company HR policy and procedures.
- Promoted a positive employee relations climate and ensure employee issues are thoroughly investigated and the appropriate resolution is achieved.
- Responsible for the administration of disciplinary process to include written warnings, suspensions and dismissals in order to ensure compliance with company policies, union agreements, and federal and state laws.
- Managed Company recruitment and selection process to ensure Company's current and future staffing needs are met.
- Responsible for the administration of Company wage and salary programs to include labor contract pay increases, exempt and non-exempt salary structures, job re-evaluations, annual performance/merit review process, and salary and wage surveys.
- Collaborated with general counsel on EEOC charges and investigations plus other legal matters.
- Managed the HR/Employment portion of the HRIS system to include data entry, reports and maintenance of data.
- Ensured effective implementation of Company programs such as employment and new hire orientation, employee relocation, tuition reimbursement, and employee service awards.

SENIOR HUMAN RESOURCE GENERALIST (03/04 to 02/08)

- Provided recommendations to management and General Counsel on disciplinary actions based on findings.
- Responsible for analyzing and interpreting the union contract to secure the best interest of the employees as well as the company.

- Maintained the integrity of the job-posting program to ensure compliance with EEOC guidelines and internal company policies and procedures.
- Managed recruitment functions to include providing and tracking personnel request forms to the hiring supervisor/ manager, ensure that approved open positions are posted, screen submitted resumes, forward resumes of candidates that meet minimum requirements to the hiring supervisor/manager, schedule and facilitate interviews, facilitate the selection of the best qualified candidate.
- Analyzed wage and salary reports and data to determine competitive pay of salary offers that are extended.
- Performed evaluations of existing positions in order to ensure employee's responsibilities are in line with the job descriptions.

Time Warner Cable, El Paso, Texas

03/03 to 03/04

HUMAN RESOURCE MANAGER

- Managed the HR department supporting 300 professional and hourly employees. Supervised daily activities of HR staff and training department.
- Provided employee relations' assistance and consultation to management team and personnel through interpretation of Human Resources policies, Corporate policies and Benefits policies.
- Administered benefit programs to include 401(k), life, health, dental, vision, and disability insurances. Responsible for educating employees on available benefits and resolving all related issues and problems.
- Responsible for reviewing and evaluating all disciplinary actions to include written warnings, suspensions and dismissals in order to ensure compliance with company policies, union agreements, plus federal and state laws.
- Responsible for analyzing and interpreting the union contract agreements, and maintaining open lines of communications with the local union representative to secure the best interest of the employees as well as the company.
- Managed recruitment functions including processing of employment applications, timely response to each applicant, maintaining employment applications and records for future reference and reporting purposes.
- Responsible for candidate selection and screening, interviewing, assisting with the final selection process, and extending employment offers.
- Responsible for the "New-Hire" orientation program to include review of company policies and procedures, health and safety programs, and introduction to company sponsored benefit programs.
- Oversaw and managed the employee training activities including curriculum and presentation development, record keeping, and effectiveness assessment.
- Managed the safety and risk programs, monitored worker's compensation claims, administered and processed claims.
- Prepared and coordinated annual performance evaluations and merit increases by working directly with department heads and their subordinates. Provided training and consultation for each department, and ensured merit increases were in compliance with budgetary guidelines.
- Responsible for compliance and annual Affirmative Action Program (AAP) reporting, semiannual Equal Employment Opportunity (EEO) reporting, and variety of FCC reporting mandates.

Town of Horizon City, Horizon City, Texas

05/02 to 08/02

PRIVATE CONSULTANT

- Responsible for ensuring all HR department functions and responsibilities were accurately and effectively defined and current policies and procedures reflect the objectives of the city government and were in compliance with U.S. and Texas employment law.
- Defined and developed new job descriptions and job families for current and future positions.
- Developed a formal performance appraisal process, and defined what evaluation type best fit in each job family.
- Reviewed the current policies and procedures for accuracy and completeness and provided recommendations to ensure compliance with existing regulations such as FMLA, EEO, ADA, and Sexual Harassment.
- Reviewed existing organizational chart and provided recommendations on appropriate reporting structure based on support staff duties and responsibilities.

SW Foam LP, El Paso, Texas**02/02 to 03/02****HUMAN RESOURCE MANAGER**

- Responsible for the start-up operation in Del Rio Texas including professional and non-professional staffing, administration of benefit programs, and implementation of company policies and procedures.
- Conducted a review of existing compensation structure for each job function, and recommended salary adjustments for exempt and non-exempt employees based on level of responsibilities and local and regional compensation structure.
- Implementation of a Health, Safety and Environmental program for each location.
- Ensured compliance with state and federal regulations.

Conexant Systems, Inc. (formerly Rockwell International Corp.), El Paso, Texas**06/97 to 01/02****HUMAN RESOURCE MANAGER (03/01 to 01/02)****SENIOR HUMAN RESOURCE REPRESENTATIVE (06/97 – 03/01)**

- Management of the Human Resource department supporting a high tech facility of up to 400 professional and hourly employees. Supervised daily activities of HR and the training department staff.
- Investigated and responded to EEOC charges in addition to unemployment and Worker's Compensation claims.
- Conducted extensive investigations of all employee relations allegations reported to Human Resources.
- Recommended and ensured appropriate disciplinary action for violation of company policy and rules.
- Administered benefit programs to include 401(k), life, health, dental, vision, and disability insurances.
- Conducted an analysis of medical insurance providers and presented the data along with recommendations to replace existing medical providers.
- Conducted annual open enrollment for company sponsored benefit programs.
- Enhanced and implemented policies pertaining to employee vacation, absenteeism, sick leave, and leave of absence.
- Developed and implemented a Reward and Recognition program for the El Paso facility.
- Planned and directed staffing activities to meet projected manning requirements and to provide the organization with qualified professional, technical, and hourly personnel.
- Participated in weekly strategic planning meetings to discuss new business developments, reduction in force, and the change of ownership.
- Responsible for annual HR operating budget of \$350,000. Administered and approved all expenditures including purchase orders, invoices, credit purchases, and petty cash.
- Participated in quarterly strategy meetings with management to ensure HR activities with respect to recruitment, attrition, and training were in support of companywide goals and growth plans.
- Developed and conducted employee surveys on topics such as job satisfaction, compensation, growth opportunities, and benefits. Utilized the surveys results to enhance and improve existing policies and procedures.
- Planned and executed the benefit packages and justifications for the selection of employees in three separate reductions in workforce of 475 employees. Ensured that selection of impacted employees met with company policy and guidelines and were in line with government requirements, i.e. WARN ACT.

Pollak, Transportation Electronics Division, Juarez, Mexico**06/95 to 06/97****HUMAN RESOURCE GENERALIST**

- Assisted and counseled employees on employee relations issues.
- Established self-insured health and welfare programs for all US nationals.
- Administered benefit programs to include 401(k), life, health, dental, vision, and disability insurances.
- Created and consolidated monthly benefit reports for the required LTD, Medical, Dental, and Life insurance contributions in order to ensure prompt and accurate premium payments.
- Developed a salary matrix based on corporate compensation structure to determine merit and promotional increases for all US staff.
- Participated in monthly strategy meetings with management to ensure HR activities with respect to recruitment, attrition, and training were in support of companywide goals and growth plans.
- Responsible for the recruitment and selection process of all US technical and professional staff.

EDUCATION

- BBA, Human Resource Management, University of Texas at El Paso.
- BBA, Finance, University of Texas at El Paso

SPECIALIZED TRAINING COURSES

- Society of Human Resource Management – Leadership Conference, Washington D.C.
- Employment Labor Law in Texas.
- Developing Effective Affirmative Action Plans.

PROFESSIONAL CERTIFICATIONS & MEMBERSHIPS

- PHR – Professional Human Resource Certification
- SHRM – Society for Human Resource Management
- EPSHRM – El Paso Society for Human Resource Management