Terri Kurtz

Director of Human Resources

Offers more than twenty years of human resource and professional development experience in companies incorporating cutting - edge professional human resources strategies and employee relations programs to achieve positive results in performance excellence and employee retention. Conducts compensation and training needs analysis and administers programs across multiple employee levels for a diverse workforce. Manages succession planning and career development to establish bench strength effectiveness for division expansions. Additional strengths include:

Employee Development and Performance Improvement / Training Facilitation /
Benefits Administration & Compensation Analysis / Recruiting & Retention Strategies /
Performance Counseling / Human Resource Information Systems /
South Texas SHRM President, Marketing Coordinator, Ambassador, & Diversity Core Leader

Motivational Speaker * Event Coordinator * Project Implementer

~ Speaking and Media Engagements ~

- Victoria College Human Relations Course Adjunct Professor – Fall 2012 - Present
- Conduct Faculty & Staff professional development – 2011/2012
- Victoria Professional Express Network (VPEN) – scheduled to be 2011 Guest Speaker
- City of Victoria - Trainer & Presenter - 2007 – 2010 on topics such as Customer Service, Diversity, Employment Law, Supervisory Series and Basic Leadership
- University of Texas San Antonio - Guest Lecturer – Fall 2009 – Training Strategies
- Luncheon Keynote Speaker – South Texas SHRM - Diversity Topic – 2009 - 2010
- SHRM Southwest Conference – Ambassador and Session Coordinator – Fall 2009 & 2010
- VEDC & Victoria Chamber of Commerce – Branding Committee – HR Recruiting Strategies - 2008
- Golden Crescent Workforce Development Board – Vendor Trainer - 2004 - 2007 – Job Search Strategies & Surviving a Layoff
- Veterans Job Corp – Guest Speaker on Employment Strategies 2010
- Victoria College - 2006 – Cutting edge strategies for interviewing, resumes and behavior management

LEADERSHIP DEVELOPMENT FACILITATOR

Essential Skills of Leadership / Essential Skills of Communicating / Career Enhancement / Team Building

- Behavior Management - DISC
- Big Picture Thinking
- Improving Work Habits
- Supporting Change
- Winning Customer Service
- Managing Complaints
- Developing Performance Goals and Standards
- Providing Performance Feedback
- Leading Successful Projects
- Effective Discipline
- Delegating
- Interviewing Techniques
- Resolving Conflicts
- Hiring Winning Talent
- Career Confidence

PROFESSIONAL EXPERIENCE

Adjunct Professor **Fall 2012 – present**

VICTORIA COLLEGE Victoria, Texas

Teach Human Relations – HRPO 1311 in the Health, Career, and Technical Professions Division. Course is a practical application of the principles and concepts of the behavioral sciences to inter-personal relationships in the business and industrial environment.

Director of Human Resources **February 2011 - present**

VICTORIA COLLEGE Victoria, Texas

Human Resources supports the College's strategic efforts to attract, develop and retain a diverse, well-qualified and productive workforce that is capable of providing quality services to the students of Victoria College, while operating efficiently within the legal and budgetary boundaries of the higher education system.

- Manage, design and implement policies and procedures relating to organizational compliance, development, recruiting, benefits management, payroll, and general Human Resources
- Facilitate implementation of change management initiatives associated with organizational transition activities.
- Support the goal of establishing the human capital of the organization as a strategic component in accomplishing business goals.
- Implement, manage and calculate ROI on human resource information systems modules; specifically Banner functionality, online Performance Management modules, and online Applicant Tracking modules
- Evaluate current HR processes for enhanced effectiveness
- Implement and evaluate performance improvement initiatives specifically related to organizational culture and employee relations.
- Develop and implement employee training and development opportunities to increase employee retention
- Participate as member and Vice President of the TACCHRP (Texas Association of Community Colleges Human Resources Professionals)

Associate Director of Human Resources **August 2007 to February 2011**

CITY OF VICTORIA Victoria, Texas

Human Resources supports the City's strategic efforts to attract, develop and retain a diverse, well-qualified and productive workforce that is capable of providing quality services to the citizens of Victoria, while operating efficiently within the legal and budgetary boundaries of a Municipality.

- Manage, design and implement policies and procedures relating to organizational compliance, development, recruiting, benefits management, payroll, and general Human Resources
- Facilitate implementation of change management initiatives associated with organizational transition activities.
- Support the goal of establishing the human capital of the organization as a strategic component in accomplishing business goals.
- Implement, manage and calculate ROI on human resource information systems modules; specifically SAP functionality, online Performance Management modules, and online Applicant Tracking modules
- Evaluate current HR processes for enhanced effectiveness
- Implement and evaluate performance improvement initiatives specifically related to organizational culture and employee relations.
- Develop and implement employee mentor program for the 911 department to increase employee retention
- Represent the City on a local and national SHRM level and on a State wide TMHRA level

Human Resource and Training Consultant **1996 - 2007**

PDS (PROFESSIONAL DOCUMENTATION SOLUTIONS), Victoria, Texas

PDS was founded as a part-time venture in 1996 to assist small local businesses with HR professional needs such as development of policies and procedures, job descriptions, personnel manuals, and other HR consulting needs. It grew into a full-time independent human resources and training & development consulting firm that provided a variety of resources to its clients including leadership development, performance diagnostics & improvement solutions, customer service training, recruiting, HR consulting and career training.

~ Consulting Projects ~

Texas Workforce Solutions & Victoria College – 2001 to 2007

- Developed, implemented and conducted job skills workshops and motivational sessions for the Golden Crescent Region's workforce centers and Victoria College.
- Structured and facilitated 100% of the training curriculum to assist participants in securing meaningful employment
- Conducted monthly workshops throughout a seven county region

Victoria Advocate - 2005

- Assessed behavior styles of the on line supervisory team and conducted a four hour workshop to train the team on the effective communications, leadership & motivational strategies unique to each style in order to drive productivity.

- Analyzed and recommended behavior assessment tools for employee selection and enhanced customer service

Spherion Customer Development Solutions – 1998- 2002

- Performed recruiting and training on a contractual basis
- Mentored the on - site recruiter and mobilized the panel interview process and reduced attrition up to 50%
- Achieved 100% of hiring goals while maintaining the lowest recruiting costs of the division
- Conducted customer service training for newly hired customer service agents

Safety Railway – 1997

- Performed professional HR consulting activities
- Assessed needs for personnel policies and job descriptions
- Recommended, designed, and produced appropriate personnel policies, documents, and job descriptions according to needs assessment

Kurtz Printing – 1996 – 1998

- Performed all HR needs and consulting for this small family owned business

Director of Human Resources & Customer Relations **1990 to 1996**

Victoria Regional Medical Center (VRMC), Victoria, Texas

Human Resources supports the hospital's efforts to attract, develop and retain a diverse, well-qualified and productive medical workforce that is capable of providing quality medical services to the citizens of Victoria and the surrounding region.

- Managed day-to-day operations, such as: recruiting, hiring, benefits, training, and orientation processes, of the human resource department serving as an extension of Universal Health Services corporate HR office
- Increased retention and employee morale by developing and implementing Employee Relations Program
- Collaborated with management personnel for performance improvement initiatives that included skill assessment, staffing review, compensation restructure and management coaching
- Implemented organizational tools to increase efficiency of processes to meet Joint Commission standards
- Operated at 100% success in handling of EEOC claims and unemployment claims
- Managed and maintained high levels of accuracy in HR documentation and file management
- Implemented and conducted supervisory training for all mid level to upper level managers
- Represented the organization on a local and state level in SHRM

EDUCATION

Bachelor of Business Administration – Human Resources/Marketing — December 1987
Texas A&M University - College Station, Texas

Senior Professional in Human Resources (SPHR) Certification — January 2011

PROFESSIONAL AFFILIATIONS

TACCHRP (Texas Association of Community Colleges Human Resources Professionals) — 2011 - present
Vice President — 2012 - present
TMHRA (Texas Municipal Human Resources Association) — 2007 - 2010
SHRM - National member — 1990 – 1996 & 2007 - present
South Texas SHRM President & Public Relations Coordinator — 2011 & 2012
HR Southwest Conference Ambassador, Session Coordinator & Conf. Volunteer — 2009 & 2010
South Texas SHRM Director of Diversity – Core Leadership Area — 2008 to present
Charter Member – South Texas SHRM — 2007 to present
ASTD (American Society for Training and Development) – National member — 2007 – present

COMMUNITY & VOLUNTTER LEADERSHIP CONTRIBUTIONS

Serve as a **Volunteer Leader** and **Event Coordinator** for:

Victoria Chamber of Commerce
Keep Texas Beautiful
Keep Victoria Beautiful
Habitat for Humanity
Perpetual Help Home
Victoria County Food Bank
Victoria County 4-H
Victory Christian Life Center