

PAIGE JETER MOORE

2310 Matterhorn Blvd. ▪ Rogers, Arkansas 72758
479-372-4300 ▪ Evening ▪ jetps@hotmail.com

CORE COMPETENCIES

Mediation/Counseling/Coaching
Human Resource Management
Knowledge of HR Policies & Practices
Recruiting
Training & Development

Strategic Planning
Project Management
Budget Administration
Collaborative Agreements
Relationship Building

QUALIFICATIONS

- Over 15 years of leadership experience in program development and management within private industry and statewide organizations.
- Certified Professional Mediator experienced in workplace conflict and dispute resolution.
- Experienced Legislative Liaison/Lobbyist well versed in statewide policy and procedures relative to establishing Labor Relations and Employment Practices guidelines and laws.
- Program Manager with proven expertise in designing and implementing statewide benefits, recognition and rewards programs, based on organizational initiatives and priorities, business and employee impacts.
- Proven expertise in rules and guideline interpretation and counsel to HR professionals and organizational leadership.
- Exceptional ability to lead organization-wide process improvement initiatives.

EXPERIENCE

Program Manager: State Personnel Administration; Atlanta, GA

1999 - 2008

- Managed three statewide programs impacting 54 agencies and 180,000 employees: Employee Assistance Program (EAP), Wellness Program, Employee Recognition Program
 - Developed and implemented personnel policies, strategic plans and guidelines for programs.
 - Provided recommendations and solutions for employment related issues for management.
 - Prepared and managed budget for statewide programs.
 - Coached employees and managers to ensure a productive work environment exist.
 - Developed and implemented policies and guidelines for the Governor's Diversity Initiative on Inclusion.
 - Provided Employee Relations Consultative Services to HR Manager, Managers and employees on corrective action and interpretation of personnel policies.
- Served as a Lobbyist for the agency during the General Assembly's Legislative Session focusing on employment law.
 - Presented pertinent HR legislation in legislative meetings.
 - Analyzed and interpreted proposed HR legislation involving retirement, health benefits, flexible benefits, compensation, and elucidate its impact on Georgia's Government-wide workforce.
 - Tracked the agency's \$14,000,000 budget to ensure that there were no budget cuts and negotiated any budget concerns with legislators.

- Served as a Lead Mediator in resolving HR differences between employees and employers
 - Maintained knowledge of applicable Labor, Equal Opportunity, Americans Disabilities Act and Employee Relations statues and regulations.
 - Provided HR technical assistance and consultation to other state agencies regarding employee relation issues, and state personnel rules.

**Social Worker - Morehouse School of Medicine ▪ Clinical Research Center; Atlanta, GA
1997-1999**

- Developed and coordinated all social services activities for the Center.
- Developed and coordinated all recruitment and retention strategies for clinical studies.
- Performed psychological assessments for AIDS/HIV clinical study participants.
- Conducted recruitment presentations for the Center.
- Researched community attitudes towards AIDS/HIV.

**Program Director - Atlanta Public Schools; Atlanta, GA
1994 – 1996**

- Managed a Multi-Service Educational Center with an annual budget of \$293,000.
- Supervised 19 member staff of professional and clerical personnel.
- Developed specific program procedures and requirements for Center and staff.
- Trained personnel on case management procedures.
- Facilitated and organized workshops for customers seeking self-sufficiency.

ADDITIONAL EXPERIENCE

- **Social Service Specialist II**, Department of Family and Children Services; Atlanta & Cobb County, (1989-1994 & 1996-1997)
- **Employment Specialist**, SC Department of Social Services Personnel Office, Columbia SC, (1986-1988)

EDUCATION & TRAINING

Bachelor of Science: South Carolina State University; Orangeburg, SC
Major: Counselor Education **Minor:** Psychology

- Certified Mediator with the Georgia Office of Dispute Resolution
- Principle Centered Leadership Training – Franklin Covey
- 4 Disciplines of Execution Managers Certification – Franklin Covey
- Proficient knowledge of HR Systems: PeopleSoft, Atlas, Kronos, and GLIS
- Experience with Microsoft Office Suite, Word Perfect

AFFILIATIONS AND TRAINING

International Public Management Association of Human Resources
 Atlanta Diversity Managers Affinity Group
 Employee Assistance Professional Association