

Robin Phillips

Dynamic, mission-driven **Human Resources Leader** with a track record of success in executing, leading, and optimizing multi-level practices. Successful across diverse companies due to specialized expertise in managing distinctive challenges presented during restructuring, merger, and acquisition processes varying in complexity and scope. Set into motion advanced strategies to build full-scale human capital solutions. Foster positive, lasting relationships with executive management to translate critical business needs into actionable plans. Foster a sense of open communication and positivity between senior team members and other staff levels to encourage productive cross-functional relationships across organizational levels. Adaptable and flexible to ever-changing, fast-paced settings. Seek to achieve notable results both in teams and as an independent contributor.

EDUCATION & CREDENTIALS

Master of Science, Human Resources Management, Troy State University
Bachelor of Science Degree, Industrial and Organizational Psychology, Washington University
Professional in Human Resources Certification, Society for Human Resources Management (SHRM-CP)
Professional in Human Resources Certification, HR Certification Institute (PHR)
Master Project Manager, American Academy of Project Management

EXPERIENCE SUMMARY

Associate Vice Chancellor, Human Resources | St. Louis Community College 2019 –Present | MO

- Responsible for the direction and leadership of all people functions of the organization, including employee and labor relations, talent management, benefits and wellness administration, retirement, compensation, employee training and development, performance management, HRIS, and workers compensation.
- Advise and counsels the Chancellor, College's Leadership Team, and Board of Trustees.
- Provide leadership and direction in labor and employee relations functions, disciplinary procedures, collective bargaining agreements, and grievance resolutions (6 bargaining union groups).
- Negotiate contractual agreements with various vendors and benefits carriers.
- Oversee strategic direction for the College's compensation philosophy; approve new classifications and direct the completion of salary surveys and analysis of salary data.
- Assure College's adherence to applicable employment laws, regulations, policies, and procedures.
- Create and implement programs that support employee engagement and increase satisfaction.

Human Resources Director | KIPP St. Louis Public Schools | 2018 –2019 | MO

- Served as a strategic business partner, influencer, and change agent responsible for implementing people initiatives and cultural change across the organization.
- Responsible for the successful execution of all human resources tasks, duties, and assignments.
- Collaborated with the senior leadership team to align human capital strategy with the organization's strategic plan.
- Maintains responsibility for organization compliance with federal, state, and local legislation pertaining to all personnel matters.
- Develops and maintains an HRIS for the organization's personnel information needs.
- Communicated changes to the organization's personnel policies and procedures.

Human Resources Director | COMMUNITY BEHAVIORAL HEALTH | 2016 – 2018 | PA

- Guided and supported a team of Human Resources professionals.
- Served as a responsive, strategic, and transparent Human Resources leader, working across all organizational levels to align HR operations to meet diverse workforce needs.
- Coordinated responses to intricate employee relations issues.
- Called on HR analytics to inform decisions and make recommendations
- Developed and implemented comprehensive compensation and benefit plans leverage to attract and retain top talent

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Human Resources and Operations Director | GREEN TREE SCHOOL & SERVICES | 2014 – 2016 | PA

- Developed and implemented policies and procedures for strategic planning, organizational development, and performance management.
- Streamlined organizational objectives effectively.
- Coordinated core recruitment, staffing training, and professional development operations; also led employee investigations.
- Responsible for PTO, benefits administration, compensation, contracts, 401K retirement, unemployment, risk mitigation, and bi-weekly payroll processing.
- Lead union negotiations secured collective bargaining agreements and addressed labor relations concerns.
- Complied with local, state, and federal regulatory and legal requirements.
- Successful completions of Department of Education and Department of Public Works Audit.
- Effectively motivated and mentored leaders in managing performance issues.

Human Resources Director | ENCLARA HEALTH HOSPICE PHARMACY | 2013 – 2014 | NJ

- Efficaciously introduced HR policies, best practices, and programs in a manner that aligned with applicable local, state, and federal employment laws.
- Developed workgroups to focus on succession planning, key employee retention, workflow, and change management.
- Headed plan analysis and negotiations to guide compensation processes.
- Created cost-effective benefit plans.
- Created and introduced programs designed to bolster morale.
- Set forth recruitment and on-boarding practices that lessened vacancy rates and increased retention.

Human Resources Director | SERVICE COORDINATION INC. | 2008 – 2012 | MD

- Built and sustained a diverse, engaged, energetic workforce during tenure in this role.
- Supervised the daily workflows and responsibilities of an HR Generalist, Payroll Specialist and Training Director.
- Served as an internal Consultant to aid Directors, Supervisors, and employees in non-leadership roles, on personnel matters that affected performance and the ability to sustain strong working relationships.
- Developed and implemented HR objectives in accordance with larger organizational strategic goals.
- Created and revised HR policies and procedures to ensure compliance with all applicable employment laws.
- Coordinated a seamless employee benefits operation encompassing medical, dental, vision, life, long-term disability, short-term disability, and paid time off.
- Responsible for unemployment and Worker's Compensation matters.
- Coordinated new hire orientations and led the on-boarding of all new team members.
- Played a key role in the implementation of a highly effective performance management system.
- Enhanced the profile of HR-related workgroups, committees, and taskforces, bringing pertinent issues to the forefront.
- Prepared and analyzed HR reports using raw data and results from employee satisfaction surveys to development a healthy, safe, and positive work environment.
- Noted training needs and facilitated HR-related sessions based on those needs to keep team members informed and knowledgeable.