

Tracey Cleveland, MPA, PHR, SHRM-CP

HUMAN RESOURCES MANAGEMENT EXECUTIVE

Experienced and accomplished Human Resources Management Professional with a record of achievement, improving the performance of strategic HR functions in growing higher education and organizations. A proven executive, mentor, motivator and team leader.

Strategic partner to senior management, adept at improving the quality and delivery of core HR services including Training, Recruitment, Employee Relations, Performance Management & Rewards.

CORE COMPETENCIES

Business Partnering • Strategic Planning • Leadership Development • Talent Management • Recruitment
Employee Relations • Labor Relations • Employee Retention • Performance Management & Reward
Training & Development • Safety • Organizational Development • Policy Development • Process Improvement

PROFESSIONAL EXPERIENCE

ERIE COMMUNITY COLLEGE – New York

2014 - present

Erie Community College is a two-year community college that is part of the 64-campus SUNY system.

Site data: 2200 employees; four unions. Three Campus locations. Fourth largest community college in New York State.

VP of Human Resources, Equity and Inclusion

AVP Human Resources

Serve as the strategic Human Resources advisor for three campus locations. Serve as a member of the President's Cabinet and perform other duties as assigned by the President and EVP of Administration and Finance.

- Provide leadership and resources to the President, Board of Trustees, college staff, departments and external agencies to ensure compliance with employment and non-discrimination laws and regulations.
- Supervise the operations of the Human Resources Department, including Labor Relations, Environmental Health and Safety, Benefits, Payroll, Recruitment, Training and Employee Engagement.
- Provide leadership and resources for the professional development of Senior Executive Staff. Maintain own currency about developments in higher education to support the college's mission and strategic initiatives.
- Ensure the College recruits and retains a diverse qualified and talented workforce.
- Develops and executes sound Human Resource policies and procedures and provides recognition due to staff, faculty, and administrators for accomplishments.
- Team lead that represents the President and Board of Trustees in collective bargaining and formulates strategies, provides updates as needed.
- College representative for Labor Management Committee and Negotiations.
- Collaborate with all sectors of the college to elevate inclusiveness and implement best practices related to diversity, equity and inclusion.
- Project lead for Racial Equity Impact Analysis Training and the creation of the Diversity Academy

AVERY DENNISON CORPORATION - Ohio

2012 – 2014

A global leader in labeling and packaging materials and solutions.

Site data: 250+employees; multiple sites; non-union employees; 24x7 Operations; Supervised two HR Coordinators

Human Resource Manager

Served as a trusted advisor to the Plant Manager, developing HR strategies and implementing tactical HR initiatives to improve employee engagement.

- Established the HR function as a strategic partner to Plant Management by proactively developing productive and positive relationships with the Leadership Team, Exempt and Non-Exempt employees. Ensured the embedding of the company's core values and mission within the charter of the HR function.
- Created and implemented strategic programs in Leadership Development, Succession Planning, On-boarding, Mentoring, Talent Acquisition and Employee Relations.
Improved hourly Performance Management system for Hourly Employees and developed Professional Development Program for Top Performers. Created more effective and robust Performance Management program for Non-Exempt employees. Increased on-time delivery to employees from 30% to 85%.
Markedly improved the management of data for effective human resource metrics. Actively support Enterprise Lean Sigma as the operations platform of the company by Management for Daily Improvement ownership, facilitation, and participation in weekly safety Plant walks. Successfully attained one year with no recordable accidents.
- Set the foundation for a superior Human Resource Management function well prepared to meet the future needs of the organization. Personally trained, developed and supervised staff of two HR Coordinators, within first eight months HR Coordinator was promoted to an HR Generalist.

ALCOA – Ohio and New York

2008 – 2012

A global leader in lightweight metals technology, engineering and manufacturing.

Site data: Cleveland Plant - 700 employees; multiple Plants; UAW location; 24x7 Operations.

Massena Plant 700+ employees; multiple sites; USW location; 24x7 Operations; Supervised an HR Generalist and HR Coordinator.

Human Resource and Talent Manager

Promoted continuous improvement in the quality and delivery of core HR services for two company divisions.

Services included Training, Recruitment, Employee Relations, Payroll, Benefits, Worker's Compensation and Safety Programs.

- Focused on improving the performance of the company's Talent Acquisition and Retention. Implement strategies designed to drive the business (e.g., reduce turnover, increase productivity and satisfaction, improve quality of applicant pool).
- Improved the scope, delivery and quality of training. Core Team Leader for development and delivery of Supervisor Training – Alcoa on Track. Successful program was implemented globally.
- Manage and resolve employee relations issues as well as assist legal counsel on employment claims involving discrimination and harassment by conducting internal investigations, reviewing documentary evidence, interviewing witnesses, etc. Serve as escalated point of contact for labor grievances; represent company interests at labor relations and unemployment claim hearings. Successfully negotiated Labor Agreements with UAW and USW.
- Markedly improved employee morale. Coordinated Global Voices Survey which measured employee level of engagement. Increased employee satisfaction score by 20%.

RELEVANT EXPERIENCE

NEW YORK STATE DEPARTMENT OF TRANSPORTATION

1995 – 2008

Human Resource Director / Regional Support Manager - New York

Senior HR leadership role with regional office of the NYSDOT encompassing 350 employees in the Rochester office and a total of 850 employees across a seven-county region. Accountable for Training, HR Administration, Safety, Employee Relations and Information Systems for an 850-employee organization. Responsibilities also encompassed college recruiting, facilities management, and administering Civil Service regulations in a blended union / non-union labor environment.

Director, Office of Equal Opportunity Development & Compliance - New York

Reported directly to the Commissioner of DOT, with accountability for EOD compliance issues across New York State, including remote supervision of 50+ employees. Developed guidelines and policy related to equal opportunity initiatives and worked closely with minority and woman-owned businesses to achieve objectives for including these businesses in the DOT awarding of contracts.

MONROE COMMUNITY COLLEGE - New York

2008

Adjunct Faculty

Accountable for developing course syllabus, selecting case studies, etc. and delivery of course entitled "Supervising: Managing for Results", to a mixture of adult learners and traditional students.

EDUCATION, CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

Master of Public Administration; Concentration - HR; SUNY Albany; Albany, NY
Bachelor of Science: Business Management; Cal State University - Dominguez Hills; Carson, CA

NYS Public Employer Labor Relations
Member

Professional Human Resources (PHR), *Society for Human Resource Management*
DDI Certified Trainer for Leadership Development Modules

Cleveland Society of Human Resources Management - Program Committee Member
WNY Society of Human Resources Management - Member

Crucial Conversations (Trained Facilitator) • Strength Finders 2.0 • Executive Coaching
Diversity Academy • Fundamentals of Project Management
Effective Grievance Handling – From Step 1 to Arbitration • Basic Principles of Mediation
Incident Investigations • National Transportation Management Conference
National Civil Rights Conference • Stand Out – Strength Assessment
National and Regional SHRM Conferences • Racial Equity Impact Analysis Training