

DEBORAH WRIGHT
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HUMAN RESOURCES PROFESSIONAL

A client focused Human Resources professional with diverse, progressive experience in recruitment and selection, classification, workforce adjustment, job analysis, employee relations and salary administration. An analytical problem solver with strong interpersonal and communication skills, a high degree of integrity and a commitment to detail. Proven expertise in providing strategic advice and consulting services to managers.

PROFESSIONAL EXPERIENCE

Natural Resources Canada (Contract)

2012

Human Resources Consultant

- Conducted interviews with affected employees under Work Force Adjustment, with an emphasis on maximizing opportunities for employees;
- Captured the employee's overall skills, abilities and experience and mapped competencies relevant to current Federal Public Service opportunities;
- Produced Job Skills Identification (JSI) and consolidated reports and advised management on employment predictability enabling timely decisions concerning a guarantee of a reasonable job offer (GRJO).

City of Ottawa

1998 - 2011

Human Resources Consultant (2004 – 2011)

- First point of contact for strategic advice, interpretation, guidance, problem-resolution and co-ordination on a range of day-to-day Human Resources issues and services including recruitment, staffing, job evaluation, organizational design, salary administration and the interpretation of Human Resources policies, legislation, 4 collective agreements and the Management and Professional Exempt Terms and Conditions of employment;
- Consulted for approximately 2,000 employees in the Departments of Infrastructure Services, Community Sustainability, Solid Waste, Public Health and Municipal and Transit Fleet;
- Provided consultation to managers and employees and researched solutions to challenging and unique problems;
- Developed and delivered training session for 60 managers and supervisors resulting in a significant reduction in errors and a decrease in inquiries;
- Consulted with managers in the development of job descriptions and job evaluation questionnaires, recommended the development of new jobs from administrative and support to Management level;
- Recommended strategies for the re-employment of individuals on a priority placement basis and facilitated their return to work.

Job Evaluation Consultant (1998 – 2004)

- Advised and guided managers, employees and Joint Committees on matters relating to job evaluation, including job design and analysis, developing job descriptions, interpretation of job evaluation plans and the impact of job changes;
- Recruited to deliver training to 75 Human Resources professionals on Joint Job Evaluation Plan at the new City of Ottawa and trained Joint Committee members;
- Evaluated 120 management jobs, over a one month time period, for the Ottawa Transition Board tasked with amalgamating 12 existing governments into the new City of Ottawa, enabling the expedient staffing of critical positions;
- Analyzed and classified jobs, using point factor systems, ensuring internal equity and corporate consistency resulting in accurate classifications and satisfied clients. Ensured jobs were allocated to appropriate bargaining or excluded group and identified suitable comparators;

Job Evaluation Consultant (1998 – 2004)

- Acted as Chair, voting member and/or technical advisor on Joint Job Evaluation Committees;
- Consulted with clients on organizational design issues and advised managers of potential impact of proposed job changes during major restructuring of a large Division at the Region of Ottawa-Carleton, thereby reducing potential for grievances.

Ottawa Civic Hospital

1989 - 1998

Classification Analyst (1992 – 1998)

- Compiled and analyzed job data by conducting position audits. Evaluated jobs, classifying within the appropriate Bargaining Unit/non-union group. Was successful in defending all classification recommendations;
- Job Evaluation prime on the *Human Resources Transition Committee* (1996-97) responsible for re-structuring the Human Resources Department, resulting in a service bureau model which ultimately improved service to our clients;
 - Advised Hospital restructuring teams engaged in the creation of new support and clerical jobs and the identification of redundant positions during major downsizing exercise resulting in the timely creation and staffing of 380 jobs;
 - Counselling displaced employees and advised them of their options under the collective agreement during major restructuring exercise (1997).
 - Served on the *Employee Satisfaction Survey Committee* (1992) and the *Employment Equity Co-ordinating Committee* (1994-95). Identified areas of concern and made recommendations to Senior Management for Hospital-wide improvements resulting in improved communication, training and employee recognition;
 - Developed job description guidelines, classification policies and procedures for distribution to managers resulting in standardized job descriptions as well as a reduction in union/employee complaints concerning inaccurate job descriptions.

Human Resources Research Assistant (1989 – 1992)

- Conducted salary and compensation surveys by determining the appropriate sources for gathering data and the method of data collection, identifying job matches, performing statistical analysis, interpreting results and making recommendations;
- Conducted Human Resources survey research, including responsibility for the *Employee Exit Questionnaire Program*, *Performance Appraisal Program* and *Nursing Transfer Questionnaire Program*. Was responsible for questionnaire design, data analysis and the preparation of written reports for Senior Management.

Additional Experience

As Employment Counsellor for Canada Employment and Immigration, counselled clients on self-marketing, ability evaluation and all aspects of employment search and career planning. Was responsible for all phases of a major research project for the Addiction Research Foundation. Co-authored a journal article based on this research. Supervised and directed performance of 2 employees at the Ottawa Civic Hospital.

EDUCATION

Honours Bachelor of Science, Trent University, 1980

Research Techniques Diploma (Dean's Honour Roll), Sheridan College, 1984

PROFESSIONAL DEVELOPMENT

Project Management, Organizational Analysis and Design, Organizational Behaviour, Human Resources Management, Compensation Management, Management Principals, Personnel Selection, Labour Economics Finance and Accounting

SECURITY CLEARANCE

Secret Security Clearance

Key Words: design, development, planning, writing, policies, procedures, business partnerships, leadership, project manager, management, training, stakeholders, undergraduate degree, post-secondary education, humanities, social science, dynamic, best practice, portfolio, excellence, HR, H.R., Canadian Human Rights Act, Employment Standards Act, benefits/pensions, organizational development