

## Joanne D. Tolbert-Wells, MSW MSIR

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Transformational HR leader with extensive experience in public and private sector human resource management and development, talent acquisition, employee relations, organization development and training, and strategic planning. Exceptional relationship management, emotional intelligence, problem-solving, communication, program development, and project planning skills. Expert partnership and relationship-builder who thrives in the midst of change. Integrity, collaborative partnership, customer-focus, and results-focus are cornerstones of all communications and HR initiatives.

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### **RELEVANT WORK HISTORY:**

**Director of Employment Services**  
**University of Illinois at Chicago (UIC)**  
Chicago, Illinois  
June 2013 – Present

- Ensure campus-wide knowledge of and compliance with university policies, procedures, and civil service statutes and rules pertaining to talent acquisition, employee position movement, and separation through collaborative partnership with department HR leaders and Labor Relations.
- Provide strategic leadership and direction of 22 staff engaged in all aspects of recruitment, selection and onboarding for civil service regular and temporary positions, which involves the review and administration of over 12,000 applications, 6000 examinations, and 1400 regular and temporary new hires per year, Employment Services unit supports over 6000 full and part-time regular and 2000 temporary staff employed in academic department and hospital/healthcare settings. Banner and Hiretouch are systems used to maintain applicant tracking and employment data.
- Initiate and engage in ongoing process improvement initiatives in efforts to attract quality applicants, improve administrative efficiency, and positively impact department and applicant experiences with talent acquisition services. Efforts have resulted in streamlining hiring processes, increasing quality and diversity of applicant pools, developing new mechanisms for staffing research projects, and the development and implementation of user-friendly position elimination policy and procedures.
- Authored and implemented a customer-centric approach to service delivery based on four key customer service principles – Partnership, Accuracy, Responsiveness, and Transparency.

**Deputy Executive Director - Administration**  
**State of Illinois**  
**Illinois Student Assistance Commission**  
Chicago, Illinois  
January 2001 – June 2013

- Provided strategic direction and oversight of three operating divisions - Human Resources, Information Technologies, and Administrative Services (includes facilities management, property leasing, mail center, print shop, building services, cafeteria services, records management and retention, and telecommunications) Divisions collectively employed approximately 60 staff (3 Directors, 9 Managers) with combined annual operating budgets of approximately \$10 million
- Served as Chief Human Resource Officer – led talent acquisition, training, benefits, employee relations, diversity, wellness, classification and compensation review, organizational restructuring, change management, employee engagement, and workforce reallocation activities in support of over 500 employees across three Illinois locations under the governance of the State Universities Civil Service System and State of Illinois – Central Management Services.
- Led initiation, development and/or implementation of several employee-focused initiatives e.g. HR intranet site, diversity program; online wellness program; pre-employment background screening;

voluntary separation programs; new employee onboarding; competency-based recruitment, selection and supervision; staff and management development seminars; online professional development courses, employee engagement survey and recognition initiatives; Initiated introduction and implementation of SOA, CRM, JIRA, and automated timekeeping technologies

- Started with organization in position of Director of Human Resources. Promoted in 2006 to Managing Director of HR and Business Support and again in 2008 to Deputy Executive Director due to demonstrated results-oriented, partnership focused performance excellence

### **Managing Principal / Owner**

#### **The Development Group - Training and Organization Development Consultants**

Chicago, Illinois

January 1988 – December 1998 (Part-time)

January 1999 – January 2001 (Full-time)

- Provided training, meeting planning and facilitation, recruitment, and organization development services to various non-profit and private organizations.
- Engagements included strategic plan facilitation and development, competency-based recruitment and behavioral interview process design, customer service training, management training, educational conference planning and implementation, team-building, and design/implementation of minority engineers' mentoring program. Clients include Motorola, American College of Surgeons, Illinois Association of Financial Aide Administrators, Illinois Nurses Association, Safer Foundation, Ounce of Prevention Fund, ComEd

### **Director of Human Resources**

#### **Ounce of Prevention Fund**

Chicago, Illinois

March 1997 – December 1998

- Directed human resources department that supported over 150 staff across 4 locations.
- Supervised 1.5 HR staff; hands-on in all human resource functional areas e.g. recruitment, benefits administration, compensation & salary administration, employee relations, training.
- Invited to be part of weekly senior executive team planning meeting
- Revised/updated policies and procedures, redesigned new employee orientation process, created staff recognition program

### **Manager of Employee Relations**

#### **Loyola University Chicago**

#### **Loyola University Medical Center**

Chicago and Maywood, Illinois

July 1988 – March 1997

- Managed employee relations and employee assistance units that served over 9000 staff across 3 academic and medical center locations; supervised 2 staff. Served as arbitrator and administrator of employee grievance process, which resulted in over 50% decrease in external / legal complaints
- Reduced legal and external agency exposure through the creation of internal support services e.g. customized management and staff training and consultation, team intervention, meeting and team facilitation, individual, team and departmental coaching and OD consultation
- Designed and delivered supervisory and leadership training; content focused on labor and employment regulations, performance management, staff motivation, and leadership development
- Specifically sought out to participate in senior executive planning sessions which focused on development of workforce reallocation, change management and process improvement strategies
- Started with organization in position of Manager of Employee Assistance Services, which entailed a complete re-establishment and subsequent rebranding of the EAP as an organizational assistance

program (OAP). Promoted to Manager of Employee Relations in 1992 due to demonstrated performance excellence in successfully addressing organizational training and problem-solving needs

**Assistant Director  
Employee Assistance Services  
University of Illinois Chicago**  
July 1986 – July 1988

- Managed and delivered individual and departmental consultation services in support of 17,000 staff across 2 locations; supervised 2 staff
- Worked collaboratively with supervisors and union representatives to facilitate development of mutually agreeable strategies in addressing employee concerns
- Designed and supervised graduate student internship

**EDUCATION:**

**MASTER OF SCIENCE IN INDUSTRIAL RELATIONS**  
Loyola University Chicago  
Institute of Workplace Studies

**MASTER AND BACHELOR OF SOCIAL WORK**  
University of Illinois at Chicago  
Jane Addams College of Social Work

**SHRM Learning Systems  
SPHR Certification Prep Course**  
November, 2011 – Dallas, Texas

**PROFESSIONAL MEMBERSHIPS / AFFILIATIONS:**

Society of Human Resource Management (SHRM)  
College & University Professional Association for Human Resources (CUPA-HR)  
Illinois Chapter, College & University Professional Association for Human Resources (IL CUPA-HR)  
National Association of African Americans in Human Resources (NAAAHR)