

Toshia Moss, SHRM-CP

LinkedIn: [REDACTED] [REDACTED] [REDACTED]

Human Resources Management Professional

Career Profile

A Certified HR Professional with experience managing HR functions for union and nonunion employees. A history of improving procedures and passion for employee relations and engagement, productivity, training and development, and workforce development.

Areas of Expertise

HR Fundamentals | Recruiting and Talent Acquisition | Worker's Compensation | Union and Non-Union Environments | Compliance and Employment Law | FMLA | LOA | PTO | Short and Long-Term Disability | ADA | Collective Bargaining Agreements | Employee Engagement and Relations

Professional Experience

Human Resources Department, City of Aurora, IL

Sept. 2015 – Present

HR Generalist

- Develop recruitment strategies and plans, implement and maintain HR policies, and resolve HR issues for over 1100 union and nonunion public employees for the City of Aurora, IL
- Create job descriptions and job ads, post open positions to various sites, track and monitor time-to-fill, cost-to-fill, and administer applicant assessment tests
- Maintain knowledge of 4 collective bargaining agreements and work with Union Stewards to properly manage, discipline, and compensate employees according to the CBA
- Support the HR Director, Department Manager, and other HR Generalists with resolving workplace issues and executing new workforce management strategies as directed
- Track OSHA records and other compliance documents for audit and regulatory purposes
- First point of contact between occupational health provider, TPA, and attorney's representing the City of Aurora regarding injured employees to determine Workman's Compensation benefits
- Conduit between City and Civil Service administrations, which oversees processes and procedures for public employees, regarding assessment tests, screening, and hiring candidates

Major Accomplishments:

- Identified and administered a new and improved occupational health provider due to abrupt closure of previous provider; negotiated costs, services, emergency and flexible benefits
- Rewrote and implemented a change to the CBA's return to work policy for sick or injured Fire Fighters which decreased union grievances, partial shift coverages, and overtime wages
- Streamlined multiple paper-based processes and migrated to online paperless processes which improved efficiencies and saved time and resources
- Outsourced Police and Fire skill assessment testing process from a weekend recruiting event with paid local Police and Firefighters to using a 3rd party vendor
 - Reduced overtime wages by eliminating the need for local Police and Fire staff and increased the available applicant pool from local talent to nationwide talent
 - Saved approximately \$50,000 bi-annually in time, wages, and resources and reduced time to fill and cost to hire; saved an additional 15% on venues, expenses, and supplies

Mayor's Office, City of Aurora, IL

Aug. 2013 – Sept. 2015

Assistant to the Mayor

- Supported the Mayor with daily office duties such as scheduling appointments, meetings, maintaining the calendar, office inventory, drafting correspondence and media relations
- Greeted and met with constituents, VIPs, community leaders, citizens and other elected officials

Mayor's Office, City of Aurora, IL

May 2008 – Aug. 2013

Executive Secretary

- Acted as project manager over several projects and initiatives circulating the Mayor's office
- Provided the Mayor with additional information and research regarding VIP issues and concern
- Reviewed and drafted resolutions, ordinances, correspondences, certificates and proclamations
- Coordinated and arranged special events e.g. inaugural reception, State of the City addresses
- Streamlined procedures for incoming correspondence, donations and sponsorships
- Created SOPs for committee agendas, board and commission appointments
- Monitored and reconciled the office financial records and accounts

Aurora Regional Chamber of Commerce

June 2006 – May 2008

Administrative Assistant

- Performed day to day administrative and office duties as well as additional duties as needed
- Supported the Chief Executive Officer (CEO) with scheduling and appointments
- Coordinated workflow and other activities between the Board of Directors and CEO
- Program Manager for the Residential Greeter Program, ICSC ReCon Event

Education

Master of Business Administration in Leadership and Human Resources, Aurora University
Bachelor of Arts in Business Administration, Aurora University

Professional Development and Extra Curricular Activities

Certified Human Resources Professional, SHRM-CP - Society for Human Resources Management
City of Aurora African American Heritage Advisory Board, former Board Secretary
Village of Montgomery, IL, Beautification Committee Member 2017 – Present