



SANTA ROSA COUNTY ECONOMIC DEVELOPMENT OFFICE

SHANNON OGLETREE, CEcD
Economic Development Director
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6491 Caroline Street | Suite 4 | Milton, Florida 32570

MEMORANDUM

TO: Tony Gomillion, County Administrator

FROM: Shannon Ogletree, CEcD, Director

DATE: October 24, 2016

SUBJECT: Appointment of Jade Kelly to Careersource Escarosa Board

RECOMMENDATION

Discussion of appointment of Jade Kelly, Human Resources Director for Eastman Chemical, to the Careersource Escarosa Workforce Board of Directors as a Santa Rosa County private business sector member. Ms. Kelly's application and resume are attached.

BACKGROUND

The Workforce Investment and Opportunity Act (WIOA), Public Law 113-128, allows for a 19 member Board of Directors, with 10 (5 Santa Rosa County/5 Escambia County) of those members from the private sector.

**WORKFORCE ESCAROSA, INC. dba CAREERSOURCE ESCAROSA
BOARD MEMBERSHIP PROFILE - PRIVATE SECTOR**

TYPE OF BUSINESS (Check all that apply): Small Business (less than 500 employees)
 Minority Owned

Name: Jade Kelly
 Business Name: Eastman Chemical
 Address: 4575 Hwy 90 E.
Pace, FL 32571

Title: HR Manager
 Phone No.: 850-995-5568
 FAX No.: 610-336-2912
 E-Mail Address: jadekelly@eastman.com
 Cell Phone No.: 850-463-7785

Home Address: 5455 Inwood Dr.
Pace, FL 32571

MEMBERSHIP DEMOGRAPHICS (for reporting purposes)

GENDER: <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female	RACE: <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Hispanic	<input checked="" type="checkbox"/> White	VETERAN: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> < 55	DISABLED: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
		<input type="checkbox"/> Ameri. Indian <input type="checkbox"/> Other		<input checked="" type="checkbox"/> 55 OR >	

Community Organization Memberships
- Locklin Technical Program Advisory Committee Member
- Santa Rosa County Chamber of Commerce
- HR Roundtable (through Pensacola Workforce Development)
- SHRM

Board Memberships
None

Briefly state why you would like to become involved in the Workforce Escarosa, Inc. Board.
I strongly support the mission, vision & values of Career Source Escarosa and want to contribute to its success. I am committed to the community where I live and this is a wonderful opportunity to be involved in its growth & development.

Does your company currently provide any service or products to Workforce Escarosa, Inc.?
 Yes No

Please attach a copy of your resume' to this form.

Jade Kelly

5455 Inwood Drive, Pace, FL 32571
850-463-7785 ▪ jadekelly227@gmail.com
[Linkedin.com/in/jadekelly](https://www.linkedin.com/in/jadekelly)

■ PROFILE

Resourceful and energetic with ability to engage employees to achieve desired results. Proven business partner with breadth of experience in employee relations, workforce development, organizational effectiveness, and talent management. Excellent communicator and adept at understanding nuances, with ability to identify issues, recommend solutions and implement successful outcomes. Passionate about creating an environment where everyone feels valued and respected, while being accountable and aligned with organizational objectives.

Career highlights include:

- ◆ Employee Engagement
- ◆ Training & Development
- ◆ Compensation & Benefits
- ◆ Customer Service Focus
- ◆ Performance Management
- ◆ Employee Relations
- ◆ Diversity & Inclusion Champion
- ◆ Labor Relations

■ PROFESSIONAL EXPERIENCE

EASTMAN CHEMICAL CO., Pace, FL, 2013-Present

A global specialty chemical company that produces a broad range of advanced materials, additives and functional products, specialty chemicals, and fibers that are found in products people use every day.

Human Resources Manager

Provide HR expertise with an empathetic heart to employees and leadership team regarding employee relations, recruiting, training & development, benefits coordination, employee communications, and legal compliance issues.

QUEST DIAGNOSTICS, Wood Dale, IL, 2001 to 2013

Recruited to align human resources strategies with corporate objectives, supporting 3 functional areas in the Chicago region of this world-class laboratory diagnostics organization. Desire to supplement HR knowledge and strategy with operational experience led to decision to accept promotional to a business operations role.

Customer Service Manager, Patient & Physician Billing (2005 to 2013)

- Increased employee satisfaction by 20% during first year in position, while undergoing a difficult system conversion.
- Continued to increase and maintain employee satisfaction and engagement to a record 90% during last 2 years in spite of slow revenue growth and workforce reductions.
- Implemented process improvements and achieved a 20% improvement in patient satisfaction during a changing economic environment
- Discovered opportunities to better align Sales and Billing organizations and improve time between reporting and resolution of customer issues. This resulted in a reduction in turnaround time from 30 days to 5 days.
- Created a performance policy for employees including additional individual stretch goals, as a way of improving customer satisfaction and driving company growth
- Created and piloted a First Call Resolution project and was successful in achieving a 20% reduction in repeat customer contacts
- Completed Six Sigma Green Belt certification

QUEST DIAGNOSTICS (cont'd)**Human Resources Generalist (2001 – 2005)**

- Provided expertise and advice to leadership and frontline employees across multiple business functional areas regarding employee relations, benefits, performance management, and workforce development
- Engaged management of Billing organization in a 15-person reduction-in-force situation. Communicated early and often with both management and employees and provided resume and job search training. Efforts resulted in 13 employees successfully transferred to open internal positions and 2 employees hired externally.
- Supported the creation and delivery of training programs to maximize workforce potential
- Proactively involved with leadership to support and enhance employee engagement, efficiency and productivity
- Managed business unit recognition program and coordinated annual employee appreciation event
- Performed due diligence and crafted responses to EEOC complaints, representing employer at hearings

DSC LOGISTICS, Des Plaines, Illinois, 1995 to 2001

Well-respected, progressive supply chain management company with distribution facilities nationwide, and Corporate headquarters in Des Plaines, IL.

Human Resources Generalist

- Ensured alignment of HR initiatives with facility and corporate objectives, building and maintaining harmonious relationships with workforce, and partnering with facility management
- Participated in labor contract negotiations
- Conducted annual health plan review and coordinated bid process. Managed the implementation and administration of benefit plans for company facilities in 6 states and facilitated open enrollment meetings.
- Collaborated with HR Director and management team on interpretation, administration, and communication of employment laws and regulations
- Participated in bid process for benefit plan renewals
- Administered the executive deferred compensation program

■ EDUCATION**B.A., Human Resource Management**

Judson College, Elgin, IL (Dean's List, Alpha Sigma Lambda)

■ PROFESSIONAL DEVELOPMENT

Certifications: SPHR 2012, Six Sigma Green Belt, Core Inclusion & Change Partner

Technology Skills: Proficient in Microsoft Word, Excel, PowerPoint