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## Brenda Ottesen

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• Milwaukee, WI 53212 •

### AREAS OF EXPERTISE

- ❖ Leadership
- ❖ Workplace Investigation
- ❖ Policy Development
- ❖ Workforce Analysis
- ❖ Employee & Labor Relations
- ❖ Government Sector/Courts
- ❖ Learning and Development
- ❖ Compensation
- ❖ Leave Administration
- ❖ Organizational Effectiveness & Development
- ❖ Talent Acquisition
- ❖ Continuous Improvement

### EXPERIENCE

#### **Milwaukee County Clerk of Circuit Court - Administrative Division**

February 2022-July 2022 (retired)-*Chief Deputy Clerk of Circuit Court*

July 2018-February 2022-*Administrator Employee Relations/Jury Management*

February 2015-July 2018 *Assistant Chief Deputy Clerk (Division Manager – Administrative Services)*

- Plan, organize, direct staff and activities of the Administrative Services Section (Human Resources, Administrative Support, Jury Services) to ensure compliance with applicable laws.
- Serve as a strategic partner to the Clerk of Circuit Court, Chief Judge, and Family Court, Pretrial Services and staff with a focus on human resources policies, strategies, and organizational development initiatives in support of the First Judicial District's vision and core values.
- Serve as Court Operations Partner to the Human Resources Department, Risk Management, Employee Retirement Services, Payroll, employees, and certified bargaining units. Represent the Department in personnel matters involving the Personnel Review Board and Civil Service Committee.
- Provide guidance and direction to leadership and staff for disability accommodations, leave administration benefits, processing accident and injury claims and responding to claim inquiries, return to work program, fitness for duty and other related matters.
- Conduct fact-finding investigations, represent the department before the Personnel Committee, Civil Service Commission, Personnel Review Board, Unemployment Compensation Hearings, and court hearings
- Curriculum development and training for Milwaukee County leadership.

February 2009-February 2015 *Human Resources Manager (Courts)*

- Manage the human resources function for Combined Court Related Operations which includes Clerk of Court, Family Court Commissioner, and Register in Probate, involving staffing, labor relations, equal opportunity/affirmative action, training and employee relations
- Develop, implement, maintain, and enforce human resource policies and procedures; provide advice and guidance to administrative staff
- Serve as hearing officer for disputes deriving from the interpretation of the labor agreement and render decisions based upon interpretation
- Supervise payroll clerks and HR support staff
- Receive and approve requests for leave under the Family Medical Leave Act; provide guidance to employees and supervisors on the requirements of the state and federal law
- Conduct fact-finding investigations, represent the department before the Personnel Committee, Civil Service Commission, Personnel Review Board, Unemployment Compensation Hearings, and court hearings

### **Milwaukee County Clerk of Circuit Court – Probate Division**

November 2007-February 2009 *Assistant Administrator*

- Responsible for hiring, supervision & disciplinary actions in union environment
- Budgetary responsibilities – approval of purchasing, refunds
- Implement and monitor compliance with policies and procedures that comply with local court rules in the area of probate

### **Department of Health and Human Services – Child Care Certification**

July 2005-November 2007 *Child Care Program Supervisor*

- Provide consultation, support, supervision and evaluation of the activities of the Child Care Specialists and Child Care Assistance Coordinator
- Oversee evidentiary hearing process – train staff as to applicable rules of evidence
- Prepare and present regular written and oral reports regarding staff activity and performance to the appropriate review committee
- Conduct background investigations using law enforcement, community resources and data bases
- Work with contract/partner agencies to ensure compliance with contractual agreements and resolve any potential problems

### **Milwaukee County Department of Child Support Enforcement**

1994-1995 *Paralegal*

1995-July 2005 *Child Support Supervisor*

- Develop and implement customer service unit – wrote the business requirements for RFP, designed unit workspace, served as project manager for design and implementation of telephone system
- Supervise Enforcement Case Management Staff with oversight of clerical staff
- Develop training curriculum
- Responsible for hiring, supervision & disciplinary actions in union environment, including discharge and appearing before the Personnel Review Board with HR Manager

### **Legal Action of Wisconsin – Elderly Advocacy Project**

1993-1994 *Paralegal*

- Provide direct advocacy by appearing at administrative hearings for public benefits and social security benefits ; Research and draft legal memoranda; Represent the agency and provide leadership in community collaborative efforts to provide continuity of care for elderly clients.

### **Legal Aid Society of Milwaukee, Inc.**

1988-1993 *Paralegal*

- Responsible for intake in a variety of areas: housing (eviction, Section 8, Rent Assistance, return of security deposit), housing discrimination, employment discrimination, unemployment insurance, public assistance, Social Security/SSI issues.

## **EDUCATION AND CERTIFICATION**

Concordia University, Mequon, WI

MBA – Public Administration May 2004

Concordia University, Mequon, WI

Liberal Arts, BA 2000

Certified: Emotional Intelligence, UW-Milwaukee (2017)

Certified: Servant Leadership UW-Madison (2017)

HR Certified: SHRM-SCP (2019)