

# Margo J. Franklin, SPHR, SHRM-SCP, HRPM

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414-762-5976 home or 313-330-9238 cellular

## AREAS OF EXPERTISE

Employee Relations, Labor Relations, Compliance, Employment Law, Unemployment Compensation, Grievances, EEOC/ERD Responses, FMLA, ADA, Harassment/Discrimination Training, Change Management, Employee Engagement, Organizational Development, Conflict Resolution, Coaching, Counseling, Talent Management, Performance Management, Leadership Training, Relationship Building and Human Resources Project Management.

## EXPERIENCE

### **Milwaukee County**

6/18 to current

Milwaukee, Wisconsin

*Director of Employee Relations*

- ◆ Senior human resources business partner providing full-scope support to County executives, elected officials and other senior leaders. Provide guidance and direction on matters impacting Milwaukee County's human resources compliance, human capital management, organizational design, workforce planning, diversity and inclusion, change management, employee engagement and strategy development.
- ◆ Work with senior leaders to address, investigate and resolve complex employee relations issues and concerns. Provide staff coaching as they address day-to-day employee relations matters. Leverage the broader HR team as needed to design and deliver timely and efficient HR solutions.
- ◆ Oversee six (6) collective bargaining agreements within Milwaukee County. Participate in annual negotiations and develop effective relationships with union counterparts to support workplace initiatives, resolve disputes and respond to grievances for the County's public safety unions.
- ◆ Provide guidance and direction for the division of Employee Relations team including twelve (12) direct reports and six (6) additional support staff.

### **Goodwill Industries of Southeastern Wisconsin and Metro Chicago**

10/13 to 5/18

Greendale, Wisconsin

*Director of Human Resources Business Partnerships – Retail Services*

- ◆ Ensured consistent application of HR policies and procedures and ensured compliance initiatives were implemented and followed for Goodwill's sixty-seven (67) retail locations in Southeast Wisconsin and Metro Chicago.
- ◆ Ensured all HR programs and activities align with, and effectively support, the needs of Goodwill's retail locations, distribution centers, secondary market, and supply chain and logistics initiatives. Translated HR strategy and commitments into specific deliverables that made a measurable contribution to Goodwill's bottom line.
- ◆ Managed a team of six (6) HR Business Partners and worked collaboratively to resolve complex employee relations issues and provided consultation and mediation to leadership and staff on employee relations matters.
- ◆ Consulted and partnered with Goodwill executives to understand human capital needs including talent management, knowledge/skill gaps assessments, employee engagement, succession planning and employee retention.
- ◆ Provided change management support during the development and implementation of new HR initiatives.

### **Kohl's Department Store (Corporate Office)**

9/11 to 10/13

Menomonee Falls, Wisconsin

*Human Resources Business Partner/Generalist*

- ◆ Provided daily coaching and guidance on human resources issues and performance/behavior concerns.
- ◆ Ensured compliance with local, state and federal employment law as well as Kohl's policies, procedures and guidelines.
- ◆ Coordinated and facilitated talent review and calibration process for HR Department and Management Board employees.
- ◆ Facilitated quarterly trainings on creating and managing Individual Development and Intentional Succession Plans.
- ◆ Conducted HR trends analysis, including turnover, talent readiness and engagement provided actionable human resources solutions.

## **Medical College of Wisconsin (MCW)**

8/08 to 08/11

Milwaukee, Wisconsin

### *Human Resources Generalist II*

- ◆ Investigated complaints, approved disciplinary actions and counseled business partners on performance management, employee engagement and employee relations issues.
- ◆ Investigated harassment and/or discrimination complaints and responded to EEOC/ERD complaints.
- ◆ Created unemployment compensation hearing strategies and represented the organization at unemployment hearings.
- ◆ Managed and facilitated MCW's Anti-Harassment and Non-Discrimination training initiative for senior leadership.
- ◆ Served as a catalyst for organizational change. Successfully managed several reductions in force (RIF) initiatives.

## **Visteon Corporation/Automotive Components Holdings, LLC.**

4/05 to 4/08

Saline, Michigan

### *Labor Relations Consultant II*

- ◆ Interpreted and facilitated application of the Ford Motor Company and United Automobile Workers (UAW) local and national collective bargaining agreements.
- ◆ Investigated complaints, administered appropriate discipline and resolved grievances with the bargaining team.
- ◆ Single point of contact for hourly employee retirement, termination incentive (buyout), and transfer (flowback) process.
- ◆ Served as the FMLA administrator for hourly employees and monitored HIPAA compliance.
- ◆ Plant facilitator of the Ford Motor Company/UAW National Attendance Program aimed at combating absenteeism.
- ◆ Co-chairperson for the Saline Plant Committee on Equality and Diversity.

## **EDUCATION AND CERTIFICATION**

**Prosci Change Management** - Change Management Practitioner Program

**Project Management Resource Group** - Human Resource Project Manager Certification (HRPM)

**Society for HR Management (SHRM)** - Senior Certified Professional (SCP)

**HR Certification Institute (HRCI)** - Senior Professional Human Resources (SPHR)

**Keller Graduate School**, Oakbrook Terrace, Illinois

Master of Arts in Human Resources Management

**College of William and Mary**, Williamsburg, Virginia

Bachelor of Arts in Government/International Relations

## **MILITARY TRAINING AND EXPERIENCE**

**Virginia National Guard**

3647<sup>th</sup> Maintenance Company

**United States Army Reserves**

961<sup>st</sup> Combat Engineers

## **COMMUNITY/PROFESSIONAL ENGAGEMENT**

**St. Camillus:** Board of Directors (2019-present)

**Goodwill Donald Driver Mentor** (2019-present)

**Big Brothers Big Sisters of Racine and Kenosha Counties:** Board of Directors (2017-2019)

**Executive Agenda:** Member (2016 – present)

M. Franklin

