

Margo J. Franklin, SHRM-SCP

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

6/20 to current

Milwaukee, Wisconsin

Chief Human Resources Officer

- ◆ Responsible for the planning, development and execution of human resources strategy, practices and programs that support Milwaukee County's mission, vision and strategic objectives.
- ◆ Oversee the activities and functions of the HR department: diversity, equity and inclusion, talent acquisition, total rewards, employee & labor relations, learning and development, talent/performance management, employee engagement, retirement plan services and compliance with Milwaukee County Ordinances, state statutes and federal employment law.
- ◆ Serve as the strategic human resource advisor to executive/senior leadership regarding countywide workforce initiatives.
- ◆ Ensure the Department of Human Resources displays commitment to make Milwaukee County an "Employer of Choice" by creating a purpose-driven, engaged, diverse and inclusive workplace culture.

Director of Employee and Labor Relations

6/18 to 6/20

- ◆ 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.
- ◆ Partnered 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.
- ◆ Managed 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.

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.
- ◆ 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.

Kohl's Corporate Office

9/11 to 10/13

Menomonee Falls, Wisconsin

Human Resources Business Partner

- ◆ Provided daily coaching and guidance on human resources issues and performance/behavior concerns.
- ◆ 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 data analysis, including turnover, talent readiness, and engagement and provided actionable solutions.

M. Franklin

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.
- ◆ Managed and facilitated MCW's Anti-Harassment and Non-Discrimination training initiative for senior leadership.

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.
- ◆ Co-chairperson for the plant's Committee on Equality and Diversity.

EDUCATION AND CERTIFICATION

Diversity and Inclusion Certificate - Cornell University

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)

Keller Graduate School, Oakbrook Terrace, Illinois

MA Human Resources Management

College of William and Mary, Williamsburg, Virginia

BA Government/International Relations

MILITARY TRAINING AND EXPERIENCE

Virginia National Guard (1992-1998)

3647th Maintenance Company

United States Army Reserves (1990-1998)

961st Combat Engineers

COMMUNITY/PROFESSIONAL ENGAGEMENT

YMCA of Metropolitan Milwaukee: Board of Directors (2022 – present)

City of Oak Creek, WI: Police and Fire Commissioner (2021-present)

Executive Agenda: Member (2016 - present)