

Amanda Crouse

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WORK EXPERIENCE

Carbon Valley Parks and Recreation District

Human Resources Manager

- Develop and maintain compensation and merit program through job analysis, compensation analysis, market and industry pricing addressing issues like retention, compression, and job equity throughout the process.
- Develop and maintain performance review and merit process aligned with organizational strategic initiatives
- Develop and maintain orientation/onboarding program for organization
- Develop and implement reorganization within District and strategically plan for upcoming projects including budget consideration, employee conversion and employment classification evaluations.
- Handle employee relations issues during challenging transitions
- Develop and implement employment policies and employee handbook and train supervisors and staff on policies to ensure understand and compliance with policies
- Handle CORA requests as records custodian
- Develop and implement employee discipline program aligned with core values and strategic plan initiatives
- Conduct employee engagement survey and analyse data to develop HR strategic plan and employee engagement initiatives
- Attend all Board of Directors study sessions and meetings to present organizational plans, statistics, and advise on confidential matters.
- Handle all recruitment, hiring, internal investigations of conduct, workforce planning, training and development as well as succession planning.

Mountain States Employers Council

Human Resources Consultant

Denver, CO

October 2016 – October 2017

- Advise HR professionals on compliance with federal and state laws, including reporting requirements.
- Consult on strategy development and implementation for various programs and policies; including compensation, job analysis, total rewards packages, benefits management, and maintenance of such programs to ensure program and classification integrity.
- Instruct MSEC courses, educating HR professionals in: Compensation, Interviewing and Hiring, Motivating Employees, Handbook Development, Benefits, Recordkeeping, HRCI PHR/SPHR prep, Fundamentals of Human Resource Management, Orientation and Onboarding, Employee Discipline, and Terminations.
- Advise HR professionals on a wide range of HR issues across all HR discipline areas.
- Review the handbooks, processes, and policies of multiple organizations, ranging in size for compliance, best practices, and alignment with business strategy.
- Advise HR professionals on a wide range of HR issues across all HR discipline areas.
- Research relevant laws, regulations, reporting and developments in HR practices and discipline areas.
- Review, consult and advise on organization's leave programs, including administration and maintenance of programs.
- Consult on strategy development and implementation for various programs and policies.
- Anticipate organizational needs and proactively advise on various impacting circumstances.

City Of Boulder

Human Resources Benefits Specialist

Boulder, CO

Dec 2015 – October 2016

- Ensure company compliance with federal and state laws, including reporting requirements.
- Advise managers and employees on state and federal employment regulations, collective agreements, benefit and compensation policies, personnel procedures and classification programs.
- Assist in preparing and maintaining personnel records and handbooks.
- Administer employee insurance, pension and savings plans, working with insurance brokers and plan carriers.
- Research employee benefit and health and safety practices and recommend changes or modifications to existing policies.
- Design, evaluate and modify benefits policies to ensure that programs are current, competitive and in compliance with legal requirements.

- Fulfill all reporting requirements of all relevant government rules and regulations, including the Employee Retirement Income Security Act (ERISA).
- Direct preparation and distribution of written and verbal information to inform employees of benefits, compensation, and personnel policies.
- Administer, direct, and review employee benefit programs, including the integration of benefit programs following mergers and acquisitions.
- Identify and implement benefits to increase the quality of life for employees, by working with brokers and researching benefits issues.
- Manage the design and development of tools to assist employees in benefits selection, and to guide managers through compensation decisions.
- Mediate between benefits providers and employees, such as by assisting in handling employees' benefits-related questions or taking suggestions.
- Policy and Standard Operating procedure writing and implementation.
- Develop methods to improve employment policies, processes, and practices, and recommend changes to management.
- Study legislation, arbitration decisions, and collective bargaining contracts to assess industry trends.
- Plan and conduct new employee orientations to foster positive attitude toward organizational objectives.
- Ensure compliance with ERISA, ACA, HSA, FSA, DFSA, COBRA, FMLA
- Develop and implement ACA and standard operating procedures and policy.
- FMLA tracking, approval and management
- Handle day to day vendor enrollment, relations, and problem solving to serve best interest for employer and employee.
- Insurance policy billing and payment reconciliation procedure
- Assist HRIS management including implementation/set up of new HRIS system conversion, as well as maintenance of employee data and payroll deductions.

Professional Financial Specialist Inc

Boulder, CO

Individual and Employer Benefits Account Manager

Oct 2010 – Oct 2015

- Sell various types of insurance policies to businesses and individuals on behalf of insurance companies, including automobile, fire, life, property, medical and dental insurance or specialized policies such as marine, farm/crop, and medical malpractice.
- Assist clients with ERISA, DOI, DOL, HIPAA, CMS reporting, UETR filing, ACA compliance, etc. and assist with complicated employment circumstances and advise on necessary HR elements.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
- Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.
- Customize insurance programs to suit individual customers, often covering a variety of risks.
- Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
- Perform administrative tasks, such as maintaining records and handling policy renewals.
- Select company that offers type of coverage requested by client to underwrite policy.
- Monitor insurance claims to ensure they are settled equitably for both the client and the insurer.
- Plan and oversee incorporation of insurance program into bookkeeping system of company.
- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.
- Explain necessary bookkeeping requirements for customer to implement and provide group insurance program.
- Kept production reports for upper management as well as lead structured department meeting.
- Implemented department procedures and created training manual for incoming personnel
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot
- Processed Individual and all Group Benefit renewals quoting them alternate plan options that meet their needs.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Maintained organized structure for client documents and implemented/maintained client data base will all of our clients information.

United Healthcare/UMR

San Antonio, TX

Client Care Specialist

Feb 2008 – Oct 2010

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

- Check to ensure that appropriate changes were made to resolve customers' problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

EDUCATION

COLORADO STATE UNIVERSITY GLOBAL CAMPUS

In pursuit of Bachelor of Science in Human Resource Management, Expected Graduation 3/2020

SILVER CREEK HIGH SCHOOL

High School Diploma, May 2004

Longmont, CO

ADDITIONAL SKILLS

- Train The Trainer Certified
- HRCI PHR Certification
- Active Insurance Broker with ACA Certification
- Current Life and Health Insurance License with DORA