

CAREER OBJECTIVE

A dynamic and enthusiastic professional, known to inspire teams to work collaboratively, and to deliver outstanding results. Seeking contract work that is impactful and meaningful.

EDUCATION

Bachelor of Arts, Political Science University of Utah
Master of Public Administration (emphasis in Human Resources) University of Utah

CERTIFICATIONS

- Obtained ACC Coaching accreditation through the International Coaching Federation in 2023.
- Certified as a Senior Professional of Human Resources (SPHR) by HRCL.
- Certified to facilitate courses including Disrupting Everyday Bias (Cook Ross Inc.), Crucial Conversations and Influencer (Crucial Learning), Positive Index Predictor and True Tilt (Tilt365).
- Certified by the Center of Creative Leadership (CCL) in delivering 360 feedback to executives, senior leaders, and all leadership levels within an organization.

PROFESSIONAL AFFILIATIONS

Mountain States Employers Counsel, Board Member for Local Board (2015 – 2017)
University of Utah Hospital Foundation Board Trustee, (May 2010 – January 2012), Exec. Secretary/Treasurer (April/2011 to January 2012)
Intermountain Compensation and Benefits Board Member, (2009 – 2012)

HIGHER EDUCATION TEACHING EXPERIENCE

University of Utah, Adjunct Assistant Professor (1990 – 2018)
Teaching graduate level coursework in all areas of human resources
Taught Summer 2024 Executive MPA Program, PADMN 6360, Human Resources
Westminster College (1998 - 2000)
Coursework taught in Employee Development, Organizational Development and Change

EMPLOYMENT HISTORY

Jill E Carter Consulting (retired from Intermountain Health)	05/06/2023
Intermountain Health, Leadership & Organizational Development, Director	05/01/2018 to 05/05/2023
Intermountain Healthcare, Leadership & Organizational Development, Sr. Consultant	11/2017 to 05/01/2018
Dominion Energy (formerly Questar Corp), Director Human Resources	03/2015 to 11/2017
Questar Corporation, Director Employee Services	03/2014 to 03/2015
Founder, President Jill E. Carter, LLC, Human Resources Consulting	01/1988 to 03/2014
Salt Lake County, Director, Department of Administrative Services	01/2013 to 03/2014
University of Utah, Questar Corporation, National Semiconductor, State of Utah (all HR)	03/1980 to 12/1987

EXPERIENCE

Leadership, Supervision, and Enterprise Management

- Saved Intermountain Health thousands of dollars in reduced travel costs, participant meal costs and hard printed materials by transitioning the Leadership and Organizational Development Team to 100% virtual training during COVID19.
- Provide leadership and direction to staff sizes ranging from 21 to 200 employees.

- Perform all supervisory functions including recruit, hire, train, performance appraisal, employee relations, discipline, and termination.
- Build a unified and supportive team of individuals to provide quality service to an organization.
- Managed Seven Divisions for a 6000-employee organization: HR, Facilities, Fleet, Purchasing/Contracts, Volunteer Services, Archives/Records Management, Information Systems for Salt Lake County.
- Write policy for organizations from 30 to 6000 employees.

Talent Development

- Transitioned Intermountain Health's Leadership and Organizational Development Team to 100% virtual training in one week with course offerings being tripled and client touch doubled in a three-month period.
- Lead company-wide learning and development initiatives; ensure appropriate assessments are in place to manage impact and effectiveness with the ability to diagnose course corrections as needed.
- Drive enterprise-wide leadership programs and talent initiatives ensuring alignment to strategic goals.
- Develop and implement talent and leadership programs, and processes to address operational needs and advance the organization's strategy.
- Design, develop and deliver content in leadership development, diversity, communication, feedback, team building, productivity, compensation, performance evaluation, recruitment/selection enterprise-wide.
- Develop and administer participant evaluations and curriculum assessment/applications.
- Organizational assessment, curriculum design, development, delivery, and evaluation.
- Organize, conduct, develop institutes, seminars, and nationally recognized certification programs.
- Program development of sustainable long term leadership skills.

Organizational Development and Effectiveness

- Utilize interviews and survey instruments to assess organizational needs on performance, process, and team.
- Analyze and perform diagnostics on organizational climates/cultures and make recommendations for best practice interventions to produce healthy, productive work environments and strong teams.
- Facilitate collaborative meetings; assist teams and groups in open, productive discussions, problem identification and solution development; assist teams and groups in maintaining focus on meeting objectives.
- Perform assessments for staffing efficiency and position management; communicate results and recommendations to leadership; implement and evaluate results.
- Align OD initiatives with the organization's mission and values.
- Serve as a key contributor with merger/acquisition activities in transitioning employees and all HR initiatives.

Talent Management/Succession Planning/Workforce Planning

- Analyze critical skill sets in the organization.
- Determine and document key incumbent's critical skill sets.
- Perform various succession planning functions and analysis.
- Identify current and future critical skill set demands.
- Determine strategies to reduce critical skill surpluses; fill critical skill gaps collaboratively and communicate to HR as well as organizational leadership.

Organizational Planning Strategy

- Review existing executive strategies and goals from a strategic partnership perspective.
- Facilitate a series of meetings with staff to develop departmental mission, norms, goals, and objectives.
- Through collaborative techniques develop goals, objectives, and operating procedures specific to implementing a mission in alignment with the executive management's strategies and goals.

Diversity, Equity, Inclusion and Belonging

- Design, develop, and implement women in leadership programs including Intermountain Health's Women in Leadership Program.
- Monitor and evaluate positions in the organization filled by minority candidates towards enhancing diversity at the senior level of the organization.
- Implement equal employment opportunity measures intended to recruit and advance qualified minorities, women, persons with disabilities and covered veterans.

Employee Relations

- Co-create and implement solutions collaboratively to correct employee misconduct and inferior performance.
- Investigate workplace environments for issues causing employee misconduct and inferior performance and address problems using progressive discipline as applicable.
- Coach and mentor top leadership, supervisors, and employees for success; assess needs; recommend strategies for improved working relationships and productivity.
- Perform mediator functions for conflict resolution between management and employees.

Recruitment/Selection

- Teach and use behaviorally based interview analysis, design, and practice.
- Perform recruitment of candidates and application screening.
- Coordinate the employment process from job posting to employment offer in a timely manner.
- Write job postings and develop interview questions.
- Coach job candidates and leaders in the employment process.
- Ensure fair and equitable selection process.

Total Rewards Strategies

- Analysis and design of total reward systems.
- Pay structure evaluation, development, and implementation.
- Market survey design and analysis.
- Performance evaluation design, development, and implementation.
- Multi-source feedback design and research (360-degree performance appraisal).
- Incentive program research involving company, individual and team performance.
- Executive Compensation research, analysis, and development.

Workforce Engagement

- Gather employee engagement data; communicate findings and recommendations to appropriate boards, leadership, management staff, and employees.
- Design, develop and deliver content for managers, supervisors, and employees influencing employee motivation and workforce engagement.
- Develop performance management system (Positive People Management) for Utah Transit Authority.

Volunteer Work - 2024

- Kairuki Hospital, Tanzania Africa: Principal Consultant for Workforce Planning.
- Shree Hindu Mandal Hospital, Tanzania Africa: Principal Consultant for Leadership Development.

SAMPLE CLIENT LISTING (during Consulting years of 1988 to 2014 – available upon request)