

FLORENCE HANNA DUKES

4200 North 15th Street
Milwaukee, Wisconsin 53209

(414) 286-3335 (Office)
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SUMMARY:

Results – Oriented Human Resources Manager with 18 years of progressive managerial and administrative experience where strengths, visionary leadership, strategic planning, financial management, operations management, negotiation, and employee relations skills provided an efficient delivery of human resources services to the City of Milwaukee.

Primary areas of expertise include: Employee Relations, Staffing, EEO, Compensation and Benefits, Training and Labor Relations.

PROFESSIONAL EXPERIENCE

City of Milwaukee
Department of Employee Relations

2002 – July 2004

EMPLOYEE RELATIONS DIRECTOR

- Directed strategic planning and operations of the department's functions of labor relations, benefits administration, staffing, equal employment opportunity, staffing, compensation, training and development services, and Fire and Police Commission.
- Established an Office of Diversity and Outreach to promote the importance, benefit and necessity of maintaining diversity within the City of Milwaukee's workforce while facilitating a reduction in the workforce size.
- Developed substantial increases in information technology hardware and software (e.g., computer network development, applicant tracking software, EEO software, PeopleSoft implementation, web site with online applications, etc.).
- Achieved significant improvement in the quantity and quality of employee training and development programs covering a wide range of topics (e.g., computer-related training including PeopleSoft, Total Quality Improvement, Workplace Violence Prevention, Anti-Harassment, Family and Medical Leave Acts, Americans with Disabilities Act, City-wide Diversity training, and City-wide Progressive discipline training, Immigration policy, etc.).
- Created and implemented a City-wide Employee Training and Testing facility.
- Provided leadership in the Reorganization of Department of Employee Relations including the merger and consolidation of the Fire and Police Commission to improve efficiency and delivery of services.

City of Milwaukee
Department of Employee Relations

1996 - 2002

DEPUTY DIRECTOR

- Assisted the Director in the strategic planning and operations of the department's functions of labor relations, benefits administration, staffing, equal employment opportunity, staffing, compensation, training and development services.
- Implemented an Employee Placement Program for employees at risk for layoff due to budget reductions.
- Negotiated voluntary settlements with 19 separate bargaining units. Demonstrated an increase of win-win bargaining.
- Increased the participation and effectiveness of Labor/Management committees.

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City of Milwaukee
Department of Employee Relations
Employee Benefits Division

1988 - 1996

EMPLOYEE BENEFITS DIRECTOR

- Successfully provided leadership direction and supervision in the design, implementation, administration and management of the City of Milwaukee's Employee Benefits Program (including Health Care, Workers Compensation, Safety, Flexible Spending Account, and Long Term Disability).
- Demonstrated leadership skills in successfully retaining the City of Milwaukee's self-insured status for administration of Workers Compensation claims thereby saving the City over \$35 million in premium costs.
- Drastically improved the administration of the City of Milwaukee's Workers Compensation Program. Developed with ITMD an automated payment computer system for the payment of both Indemnity and Medical payments. The development of the system resulted in a high degree of payment accuracy for mandated State Indemnity payments to injured City employees. This accuracy as measured by the State of Wisconsin indicates that, for 10 of the last 13 calendar quarters, the City of Milwaukee ranked #1 with fewer payment errors in its' peer group of large Insurers.
- Implemented and negotiated a health insurance program to minimize cost increases saving the City of Milwaukee millions of dollars.
- Implemented a Long Term Disability and Flex Spending Program (Section 125) for Management and Non-Management employees and negotiated these programs within a majority of negotiated labor contracts.

PREVIOUS EMPLOYMENT EXPERIENCES

Manager, Career Planning and Staff Development Milwaukee Area Technical College	1986 - 1988
Executive Director Milwaukee Inner City Arts Council	1974 - 1986
Executive Director Milwaukee Learning Center	1971 - 1973
Teacher Governor Morehead School for Deaf	1969 - 1971

EDUCATION Cardinal Stritch College - 1984, Milwaukee, Wisconsin
 MS - Management Administration

 St. Augustine's College - Raleigh, North Carolina
 BS - Elementary Education: History

CERTIFICATIONS

- (In Progress) Labor Relations Professional, National Public Employer Labor Relations Association
- Equal Opportunity and Affirmative Action Manager, American Association for Affirmative Action, 1999, Washington, D.C.
- UW-Extension, Worker's Compensation Administrator, 1988, Milwaukee, Wisconsin
- K – 8th Elementary Teacher

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ADDENDUM

PROFESSIONAL AFFILIATIONS

Leader's Forum
Wisconsin Association of Equal Opportunity, Inc.
International Personnel Management Association
National Public Employer Labor Relations Association

COMMUNITY AFFILIATIONS

Parishioner: St. Paul's Episcopal Church
Lay Minister: St. Paul's Episcopal Church
Personnel Committee: St. Paul's Episcopal Church
Board Member: Our Next Generation
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Board Member: St. John's Home on the Lake
Team Leader Benefits Committee: St. John's Home on the Lake
Board Member: Stark Hospital (an affiliate of Children's Hospital)
Board Member: Sunrise Care Center, Inc.
Member: Alpha Kappa Alpha – Sorority, Inc.
Member: The Links, Inc. - Cream City Wisconsin - Chapter

RECENT RECOGNITIONS

2003 - "African American Women First" Award, The Links, Inc. Cream City Wisconsin Chapter
2001 - 2001 Book of Life Certificate: The Black Archives History and Research Foundation of South Florida, Inc.
2001 - Milwaukee County Board of Supervisors Achievement Award
2001 - Lifetime Service Award: Milwaukee Community Journal Newspaper
2000 - Edith Finalyson: Service Award, Alpha Kappa Alpha Sorority, Inc.

EARLIER RECOGNITIONS

Awards: 1991 - Soror of the Year: Alpha Kappa Alpha Sorority's
1990 - Status of Women Award: Top Ladies of Distinction Award
1984 - Co-Chair, City Wide Census Count
1982 - Anheuser-Busch's Outstanding Community Service
1982 - Proclamation by County Executive William O'Donnell for Outstanding Community Service
1981 - Recipient - Outstanding Young Women in America