

# Renée Joos

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## **PROFESSIONAL PROFILE**

Dedicated professional with 25+ years of progressive leadership including benefits administration and program implementation, experience in policy research, strategic planning, program analysis and evaluation, as well as broad fiscal management. Skilled in cultivating strategic partnerships with clients and colleagues to foster collaboration and maximize program quality and effectiveness. Highly effective manager of diverse projects and teams; organized and detail-oriented, able to prioritize and delegate tasks effectively to ensure timely project completion within a team environment.

## **PROFESSIONAL EXPERIENCE**

City of Milwaukee Department of Employee Relations – Milwaukee, WI

### **Employee Benefits Director, 2016 - Present**

- Direct and manage the design and administration of employee benefit programs, policies, and procedures including developing benefits strategies and recommendations based on member and organizational needs as well as regulatory changes.
- Oversee the City's comprehensive health and wellness program including strategic and targeted expansion of initiatives and services.
- Develop and support the formulation of an integrated benefits strategy in conjunction with the City's benefits consultant and key vendor partners.
- Develop communication strategies to increase employee education and understanding of health, wellness and other benefit programs and services.
- Lead and facilitate various health and wellness committees; engage feedback from committee members regarding benefits and wellness issues, develop recommendations on initiatives, ensure committee remains involved and current on trends and issues impacting programs and employees.
- Leverage current data and create new metrics to measure the success of benefit programs and services to demonstrate outcomes and return on investment.
- Evaluate and implement changes to employee benefits programs to assess and improve the cost, quality, value and performance of those services.
- Collaborate with the City's benefits consultant on the proposal process for benefit related programs; develop requests for proposals, evaluates responses and negotiate new/renewal rates and contracts. Work with City legal counsel to prepare and execute benefit documentation including contracts and agreements, plan documents and amendments, summary plan descriptions, certificates of insurance, etc.
- Manage vendor partners, third-party administrators and consultant relationships to ensure adherence to contracts and key performance measures, excellent levels of service and satisfactory issue resolution.
- Oversee City budgets totaling \$140+ million including analysis of program utilization and experience, forecasting cost trends and recommending initiatives to control program expenditures.
- Manage the City's annual open enrollment process including communications, implementation of new and revised benefit programs and execution of all changes.

City of Milwaukee Department of Employee Relations – Milwaukee, WI

### **Fiscal and Risk Manager, 2012 - 2016**

- Analyze the City's health and safety utilization data and trends to develop strategies and policy recommendations to effectively manage risk and loss control.
- Work with the benefits team to design and implement healthcare benefit changes that encourage more appropriate utilization and mitigate increasing healthcare expenditure trends.
- Assist Benefits Director with the coordination, design and implementation of the City's Health and Wellness Program.
- Partner with Benefits Director to ensure annual compliance and submission of ACA reporting requirements.

- Assist benefits team with responding to and resolving health and benefit related issues in a timely and accurate manner.
- Design and implement communication and education to maximize employee awareness of benefit programs.
- Conduct research and analysis that compares City benefits with other employers to develop recommendations and changes for new and existing programs.
- Monitor various City budgets totaling \$125+ million and recommend initiatives to control program experience.

City of Milwaukee Department of Administration – Milwaukee, WI

**Budget and Management Special Assistant, 2008 - 2011**

**Budget and Policy Specialist, 2007 - 2008**

**Budget and Management Analyst Lead, 2006 - 2007**

- Performed budget analysis and strategic planning on issues related to assigned departments.
- Recommended budget and policy initiatives for multiple departments in the 2007-2011 Executive Budgets.
- Developed and implemented a Risk Management Program to improve city-wide safety efforts and control worker's compensation expenditures, leading to significant reductions in claim metrics and expenditures.
- Analyzed changes in department budgets and personnel and the resulting ramifications on service capacity, quality, and productivity.
- Performed ongoing financial projections relating to departments' annual revenues and expenditures.

Wisconsin Department of Administration – Madison, WI

**Executive Policy and Budget Analyst, 2005 - 2006**

- Provided budget advice and policy analysis to assist state agencies, the Governor, and legislators.
- Analyzed, reviewed and made recommendations on agency requests for budget implementation, personnel changes, and federal grants.
- Evaluated program performance and agency reorganization proposals to offer guidance to the Governor and other officials on more efficient operations for state government.
- Researched proposed legislation, provided recommendations and drafted language on bill vetoes or passage

University of Wisconsin – Milwaukee, WI

**Graduate Project Assistant, 2002 – 2004**

- Administered grant proposals to fund office activities and program initiatives.
- Planned, directed, and documented focus group meetings in conjunction with grant projects.

Juvenile Diabetes Research Foundation – Wauwatosa, WI

**Special Events Manager, 2000 - 2002**

- Supervised the planning and execution of major fundraising events including sponsor solicitation, underwriting opportunities, media communications, vendor contracts, and promotional materials.
- Grew chapter walk event revenues by 25% and chapter bike event revenues by 28%.
- Successfully developed and implemented a formal chapter volunteer program with targeted recruitment efforts.
- Researched, designed and oversaw the implementation of a national website for a newly launched biking event; wrote content for the site and created corresponding marketing materials.
- Directed multipurpose committees and worked with board members to achieve fundraising goals.
- Contributed and wrote content for grant proposals, speeches, newsletters and press releases.

Versant (Marketing/Communications Firm) – Milwaukee, WI

**Account Manager, 1999 - 2000**

- Managed ten strategic marketing accounts billing in excess of \$2 million annually.

- Strategized with clients, creative teams, and technical staff to produce extensive marketing campaigns and employer branding solutions.
- Planned and executed client research projects by conducting focus group studies and other survey methods.
- Analyzed/interpreted research data, wrote comprehensive research reports, and presented results.
- Constructed project proposals, developed budgets and negotiated contracts with vendors.
- Cultivated ongoing client relations and directed all work associated with customer accounts.

Multi-Ad Services, Inc. – Peoria, IL

**Manager of Sales Coordination, 1996 – 1999**

**Project Manager, 1994 -1996**

- Directed operations for a staff of 12 individuals including employee training and development; fostered a motivating environment while cultivating a high level of professionalism among staff.
- Responsible for meeting and exceeding a departmental billing quota of \$13+ million which involved reporting monthly updates and presenting quarterly forecasts to senior management.
- Collaborated with multiple departments to produce policy and procedural mechanisms to ensure internal systems ran smoothly and efficiently.
- Reduced departmental expenses by decreasing staff turnover, initiated flexible workplace practices and implemented a revamped network system.
- Supervised organizational processes, revenue enhancement, strategic planning and forecasting.

## **EDUCATIONAL BACKGROUND**

**University of Wisconsin - Milwaukee, WI**

Master of Science in Public Administration, Summa Cum Laude, 5/2005

**Illinois State University - Normal, IL**

Bachelor of Science in Biology, 12/1995

Bachelor of Science in Food and Nutrition, 8/1994

## **BOARD/COMMITTEE/VOLUNTEER EXPERIENCE**

- City of Milwaukee Deferred Compensation Board Member, 2013 – Present
- Jefferson School Volunteer/Destination Imagination Coach, 2018 – Present
- Woodlands School PTO Volunteer, 2010 – 2016
- Woodlands School PTO Co-President, 2012 – 2013
- Enderis Park Neighborhood Association Membership Coordinator, 2009 – 2013
- Enderis Park Neighborhood Association Board Member, 2007 – 2009
- Interfaith Older Adult Programs Volunteer, 2001 – 2009
- Women’s Fund of Milwaukee Communication Committee, 2001 – 2002
- St. Jude Children’s Hospital Volunteer (Memphis & Chicago to Peoria Runs) 1998 – 2012