

# Maria Monteagudo

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## Professional Profile

Twenty eight years of journey and executive level human resources experience in the public sector with the City of Milwaukee. Results oriented leadership experience while functioning as the Personnel Officer for the City's Health Department and the Department of City Development. Strong customer focus and quality driven decision making as the Director of the Department of Employee Relations with overall responsibility for personnel and activities related to recruitment and testing, pay administration and compensation, employee benefits and leave administration, training and professional development, employee relations and grievance administration, compliance, worker's compensation, and risk management.

## Professional Accomplishments

### Employee Relations Outcomes

- Guided the creation and implementation of Career Ladders for certain job groups in the city service that allow for greater workforce flexibility and cross training by shifting salary adjustments based on years of service to adjustments based on the acquisition and application of knowledge, skills, and abilities and compliance with performance standards.
- Designed, sought legislative approval for and implemented pay progression practices for general city employees recognizing employee contributions and performance in lieu of years of service.
- Collaborated with the Budget Office and the Pension Office to design, sought and received legislative approval, and implemented pension contributions and pension offset adjustments for general city employees.
- Successfully facilitated transition to Post Act 10 environment migrating, modifying, and implementing changes to terms and conditions of employment from collective bargaining agreements to the Milwaukee Code of Ordinances, updating or modifying civil service rules and creating and complying with "meet and confer" protocols and practices.
- Updated and revamped City's American with Disabilities Act Policy, Procedures, and Guidelines consistent with federal requirements and reconciled requirements with other City policies and procedures.

### Health, Wellness and Safety Outcomes

- In collaboration with the City's Employee Benefits Director, implemented health plan design changes that have resulted in six years of flat premiums for City employees, a decrease in expenditure trends, and more appropriate utilization of health care benefits by employees and their families.
- Working with the City's Labor Management Committee, provided leadership and guidance in the implementation of the City's Wellness Program with participation rates of 75% or greater for five years and improved outcomes in smoking cessation (7% reduction from 2010 to 2014) and reduced hypertension rates (8% improvement during the same time period).

- Assisted in the design of an outcomes based component to the Wellness Program that encourages healthy behaviors and outcomes after participation in the 3-Step Program.
- Supported and guided the creation and expansion of the City's Workplace Clinic totaling 1,500 visits from employees and spouses in 2015.
- Implemented a successful Risk Management Program to address injuries, safety and worker compensation expenditures in the City that have resulted in significant reductions since 2008: 28% in overall claims, 39% reduction in recordable cases, 35% reduction in incidence rate, and 15% reduction in overall expenditures.

### **Streamlined Processes and Functions**

- Successfully transitioned to a new applicant tracking system and on-line application work flow that has resulted in greater efficiencies for the operating departments.
- Successfully implemented self-service functionality for open enrollment and tuition benefit application processes.
- Created and sought legislative approval for Management Trainee Program that has resulted in a 70% placement rate.
- Successfully complied with the Affordable Care Act employee and IRS reporting requirements.
- Directed the completion of an internal audit of general city I-9 Employee Identification and Verification Process documentation and achieved 100% compliance.

### **Employment History- City of Milwaukee**

Director	Department of Employee Relations	2004 - Present
Personnel Officer	Milwaukee Health Department	1999 - 2004
Personnel Officer	Department of City Development	1994 - 1999
Personnel Analyst	Department of Employee Relations	1988 - 1994

### **Education**

MBA	University of Puerto Rico, RUM	May 1987
BSBA	University of Puerto Rico, RUM	May 1984

### **Professional Affiliations and Awards**

Civil Service Commissioner-Milwaukee County 2004-Present  
 IPMA-HR Central Region Member 2007/2016 Board Member 2007/2011  
 Society for Human Resource Management Member 2010/2016  
 Hispanic Professional of Greater Milwaukee Award 2015  
 Business Journal HR Award 2016

