

FLORENCE HANNA DUKES

SUMMARY:

Results – Oriented Human Resources Manager with thirty-three 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, Safety, Training and Labor Relations.

PROFESSIONAL EXPERIENCE

Aug. 2004 – Present

City of Milwaukee
Milwaukee Police Department

SAFETY DIRECTOR

- Provided leadership and direction for the administration and coordination of the city-wide School Crossing Guard Program. (One-hundred and ninety-nine school crossing corners).
- Successfully facilitated the transfer of the administration of all Court Mandated Referrals from the Municipal Court to the Safety Division for Defensive Driving Courses. (Developed administrative procedures appropriate for the tracking of referrals for the Municipal Court to verify compliance and participation).
- Implementation of a successful “Safe Routes to School Campaign Program” in collaboration with the Milwaukee Public School System.
- In cooperation with Milwaukee Public School, developed and was awarded a \$250,000.00 grant to continue the “Safe Routes to School Program” within Milwaukee Public School system (awarded by the Wisconsin Department of Transportation, 2008-2009).
- Implementation of a Departmental Safety Initiative to address the increasing rise in work related injuries (develop and distribute on a quarterly basis “Safety Tips” based on the nature of departmental work injuries).
- Provided leadership and direction for the administration and coordination of the Division’s Safety Education Programs; Fireworks Safety, Pedestrian and Bicycle Safety, and Water Safety.
- Implementation of a “Speed Watch Program” in collaboration with the Community Services Division and the Department of Public Works-Infrastructure Services Division-Traffic Engineering to address speed related issues in neighborhoods.
- Reorganized the Safety Division to adequately reflect the realignment of increased staff responsibilities including the revision of all job descriptions for Safety Specialists Sr. and Office Assistant, title changes for three School Crossing Guards and positions of three School Crossing Guards (Auxiliary).
- Implementation of Training Programs for all staff.
- One of 10 recipients across the United States to receive a full-scholarship stipend to attend the 1st National Safe Routes to School Conference, held in 2006 in Dearborn, Michigan.
- Employed the utilization of the Driver’s License Recovery and Employability Program to assist with the recruitment of School Crossing Guards and Substitutes.

City of Milwaukee

2002 –
July 2004

Department of Employee Relations

EMPLOYEE RELATIONS DIRECTOR

- Directed strategic planning and operations of the department’s functions of labor relations, benefits

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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

1996
- 2002

Department of Employee Relations

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.

City of Milwaukee

1988
- 1996

Department of Employee Relations

Employee Benefits Division

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 -

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1988

Executive Director
Milwaukee Inner City Arts Council

1974 -
1986

Executive Director
Milwaukee Learning Center

1971 -
1973

Teacher
Governor Morehead School for Deaf

1970 -
1971

EDUCATION

Cardinal Stritch University, 1984 - Milwaukee, Wisconsin
MS - Management Administration

St. Augustine's College, 1970 - Raleigh, North Carolina
BS – Major: Elementary Education: Minor: History

CERTIFICATIONS

- 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

ADDENDUM

PROFESSIONAL AFFILIATIONS

Board Member/Treasurer
Advisory Member
Advisory Member
Member

Wisconsin Highway Safety Coordinators
Wisconsin Safe Kids Wisconsin
American Red Cross Diversity Committee
Safe Routes to School Coalition Campaign

COMMUNITY AFFILIATIONS

Parishioner
Junior Warden
Personnel Member
Board Member
Board Member
Member
Treasurer/Scholarship Chair

Member/Grants In Aid Chair

St. Paul's Episcopal Church
St. Paul's Episcopal Church
St. Paul's Episcopal Church
Forest Home Cemetery
Stark Hospital (an affiliate of Children’s Hospital)
Alpha Kappa Alpha Sorority, Inc., EKQ Chapter
Pauline Redmond Coggs Foundation, Inc.
Alpha Kappa Alpha Sorority, Inc., EKQ Chapter
The Links, Inc. - Cream City Wisconsin Chapter

RECENT RECOGNITIONS

2006: “Salute To Christian Professional Women”, Holy Redeemer Institutional

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Church of God In Christ

2005; "Women Who Put Their Stamp on Milwaukee"(Government), United States Postal Service

2003: "African American Women First" Award, The Links, Inc. Cream City Wisconsin Chapter

2001: 2001 Book of Life Service Award: 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, Inc., EKQ Chapter
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