

# Jennifer Raston

## SUMMARY OF EXPERIENCE

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Manager with extensive experience in the Public Sector with expertise in Human Resources, Customer Service and Program Management.

## WORK EXPERIENCE

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**2008-08/14/2008**      **Housing Department**      **Pasadena, CA**  
*Personnel Manager*

- Managed the personnel division for the LA Housing Department including; recruitment, labor relations, worker's compensation and position control
- Collaborated with other City departments concerning Equal Opportunity Program complaints and investigations.
- Communicated the status of the housing department with City Council and other government agencies

**2004-2008**      **LA Housing Authority**      **LA, CA**  
*Director of Human Resources*

- Administered human resources services for a staff of 250
- Served as a negotiator in collective bargaining agreements for 10 bargaining units
- Conducted investigations and rendered decisions on employee claims and complaints
- Developed personnel policies and procedures and monitored the implementation and compliance
- Directed the housing authority's (HA) recruitment process to ensure compliance with HA policies
- Developed and managed training and employee assistance programs.
- Administered the housing authority's classification, salary and benefit programs
- Supervised and evaluated professional staff of four
- Prepared and presented information to the HA Board of Commissioners

**2003-2004**      **Medical Authority**      **LA, CA**  
*Human Resources Manager*

- Responsible for the day to day operations of the human resources department
- Managed recruitment, benefits, compensation, classification and training
- Supervised a professional staff of three

**1998-2003**      **Pasadena Council**      **LA, CA**  
*Supervisor of Examinations*

- Supervised a professional and clerical staff of twelve
- Monitored customer service and customer complaints
- Conducted grievance hearings
- Directed the day-to-day operations of Section 8 Eligibility

## EDUCATION

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- Master of Arts, Public Administration, University of Diego
- Bachelor of Arts, Psychology, University of Washington
- Professional Human Resources Certification (PHR)