

CITY OF SEBASTOPOL
CITY COUNCIL
AGENDA ITEM

Meeting Date: March 21, 2023
To: Honorable Mayor and City Councilmembers
From: Ana Kwong – Administrative Services Director
Subject: Award of Contract to Muchmore Than Consulting for Human Resource Services
Recommendation That the City Council Award of Contract to Muchmore Than Consulting, LLC (MTC) for Human Resource Services
Funding: Currently Budgeted: Yes No N/A
Net General Fund Cost:
If Cost to Other Fund(s):
Water:
Wastewater:

Costs authorized in City Approved Budget AK (verified by Administrative Services Department)

INTRODUCTION/PURPOSE:

This item is to request that the City Council Consider and Approve Award of Contract to Muchmore Than Consulting, LLC for Human Resource Services and Authorize the City Manager or his designee to execute the contract with a not to exceed amount of \$85,000 for the 1st year.

BACKGROUND:

The City does not have a Human Resource Department due to availability and limited resources which resulted in having to outsource the human resource functions to a third party as it has proven to be a affordable alternatives. A senior Human Resources Analyst salary approximately \$145,000 including compensation and benefits. Over the past six 6 years, the City has relied on an agreement with Regional Government Services (RGS) for human resource services. RGS has notified the City that the agreement between RGS and the City will be terminated on March 10, 2023.

In the FY 22-23 City of Sebastopol approved budget, the City approved \$85,000 for annual human resource support. As a matter of routine and best practice, on January 20, 2023, the City conducts a Request for Proposals (RFP) via publication on the City’s website, as well as email to recommended potential respondents. The list of respondents was also gathered from California Special Districts Association (CSDA) Buyers Guide. The RFP was seeking qualified individuals or firms to provide for comprehensive, precise, human resources management program.

The scope of the work in the RFP included but are not limited to the following:

- Full service disability management
- Job description updates
- Hiring assistance/recruitment

- Employee policies and handbook Updates
- Performance review process
- Employee grievances
- Exit interviews
- Team building

The contract will be for a period of three to five years with an option to renew for an additional 3 years with satisfactory performance, at agreed upon rates.

DISCUSSION:

The pool of Human Resource firms that can provide full service support are very limited. Upon the deadline of February 9, 2023, the City only received 1 qualified response:

1. Muchmore Than Consulting – see attached proposal
2. Regional Government Services – No response
3. Koff & Associates – Decline to submit proposal due to commitment to other projects.

In an effort to provide continuity of services to department managers and employees, and compliance with a variety of state and federal mandates and reporting requirements, City staff is recommending that the City Council Award of Contract to Muchmore Than Consulting (MTC) for Human Resource Services support and Authorize the City Manager or his designee to execute the contract with a not to exceed amount of \$85,000 for the 1st year.

GOALS:

Goal 5: Provide Open and Responsive Municipal Government Leadership

5.3.3. Encourage and increase public awareness of City Policies, decisions, programs and all public processes and meetings, by investigating effective methods of communication and obtaining feedback from the community.

Goal 6: Maintain a highly qualified Staff that works to provide services to serve and protect the residents, visitors and business of this community.

Action CHW 5c: Practice an open-door policy in City programs, and actively engage and encourage participation from all individuals regardless of ethnicity, race, religion, class, disability, sexual orientation, and gender.

ENVIRONMENTAL REVIEW

The proposed action is exempt from the requirements of the California Environmental Quality Act (CEQA).

PUBLIC COMMENT:

As of the writing of this staff report, the City has not received any public comment. However, staff anticipates receiving public comment from interested parties following the publication and distribution of this staff report. Such comments will be provided to the City Council as supplemental materials before or at the meeting. In addition, public comments may be offered during the public comment portion of this item.

PUBLIC NOTICE:

This item was noticed in accordance with the Ralph M. Brown Act and was available for public viewing and review at least 72 hours prior to schedule meeting date.

FISCAL IMPACT:

There is no additional fiscal impact with approval of this item as the City Council has already approved \$85,000 for FY 22-23 in Account Number 100-14-11-4210 for human resource services.

RECOMMENDATION:

City staff recommendst that the City Council Consider and Approve Award of Contract to Muchmore Than Consulting for Human Resource Services and Authorize the City Manager or his designee to execute the contract with a not to exceed amount of \$85,000 for the 1st year.

Attachments:

Copy of issued RFP - Exhibit A

MTC Submitted Proposal - Exhibit B

City of Sebastopol Human Resource Services Request for Proposals

EXHIBIT A



1. BACKGROUND

The City of Sebastopol (City) requests proposals from qualified professional firms to provide a comprehensive, precise, human resources management program to enable skilled methods of operation for all staff.

2. SCOPE OF SERVICES

Proposals are invited from qualified firms with governmental experience to provide human resources services to the City organization. Services required include, but are not limited to, the following:

- Full service disability management
- Job description updates
- Hiring assistance/recruitment
- Employee policies and handbook Updates
- Performance review process
- Employee grievances
- Exit interviews
- Team building

The contract will be for a period of three to five years with an option to renew for an additional 3 years with satisfactory performance, at agreed upon rates.

3. PROPOSAL INSTRUCTIONS

Bidders are requested to provide the following information in their proposal:

- General qualifications and experience of the company in the provision of human resource services
- Curriculum vitae of personnel assigned to this engagement
- Details of the types of services available
- References from clients
- Proposed contract rates and terms for the five year contract period
- Any other information that would help the review team to better understand your proposed offering

4. PROPOSAL SUBMISSION

One (1) electronic copy of the proposal titled “Human Resource Services” shall be submitted via email to cvazquez@cityofsebastopol.org or send a flash drive in a sealed envelope prior to 4:00 noon PST on Thursday February 9, 2023 to:

City of Sebastopol
Attn: Carrie Vazquez
7120 Bodega Ave
Sebastopol, CA 95472

By submitting a proposal, the proponent grants permission to the City of Sebastopol to distribute, copy, print or translate their proposal for the purposes of evaluating it.

5. EVALUATION

Proposals will be evaluated on the following basis:

The general experience of the firm and responsiveness to the proposal	20%
The qualifications and experience of the assigned personnel	40%
The breadth of services available	20%
Proposed fees and terms	20%

6. DISCLAIMER

Late or faxed proposals will not be accepted. The City of Sebastopol reserves the right to accept or reject any proposal submitted, and is not obligated to enter into a contract on the basis of any proposal submitted in response to this request. No payment will be made for costs incurred in the preparation and submission of a proposal response to this request.

The City of Sebastopol will evaluate all submitted proposals. The object of the evaluation and selection process is to identify the proposal that, in the City’s opinion, offers the best value for the services requested. In assessing best value, the City:

- may not necessarily accept the lowest proposal, and may, in its sole discretion, accept any proposal and may waive any minor informality or irregularity in proposals
- has no obligation to receive further information, whether written or oral, from any Proponent, nor to disclose the nature of any proposals received

Questions on the request for proposals can be addressed to Ana Kwong, Administrative Services Director, at (707) 824-4879 or via email at akwong@cityofsebastopol.org



February 9, 2023

City of Sebastopol

Attn: Carrie Vazquez
7120 Bodega Ave
Sebastopol, CA 95472

RE: Proposal for Human Resources Services

Muchmore Than Consulting, LLC appreciates the opportunity to submit a proposal to the City of Sebastopol for Human Resources Services. We are a small and mighty consulting firm working primarily with public entities. Our team of ten is diverse and experienced in public sector disability management, recruitment and selection, classification, compensation, finance, labor relations, performance management, policy and procedures, labor relations, organizational development, conflict resolution, and team development.

We pride ourselves in delivering custom solutions and forward-looking strategies to achieve success in today's changing landscape while helping organizations catalyze engagement and drive exceptional results.

If you have any questions or need additional information, please feel free to contact me at (707) 486-2361 or deborah@muchmorethanconsulting.org. You can also speak to our administrative and organizational support team at support@muchmorethanconsulting.org.

Sincerely,

Deborah A. Muchmore
President



QUALIFICATIONS AND EXPERIENCE

WHO ARE WE?

Muchmore Than Consulting is a small woman-owned organization deeply rooted in the public sector. We are focused on working closely with our clients to provide custom and effective solutions to today's human organizational challenges. From our Administrative Team to our Experiential Learning Facilitators, our goal is your success. Together we can embrace each other's unique strengths, accept the differences among us, and through understanding and tenacity, we can change the world.

Deborah Muchmore is the proprietor contact for Muchmore Than Consulting. Our legal name is Muchmore Than Consulting, LLC, a limited-liability corporation organized under the State of California Office of the Secretary of State. Our organization values energy efficiency and environmental sensitivity. As such, we work virtually and to utilize electric transportation. Our location and contact information are:

Deborah Muchmore,
President
Muchmore Than Consulting
8201 Camino Colegio, #11
Rohnert Park, CA 94927 (707) 486-2361
deborah@muchmorethanconsulting.org

MAIL TO
PO BOX 2318
Rohnert Park, CA 94927

Our Mission is to promote clear, respectful communications within teams and between individuals, promote effective and inclusive recruitment and hiring practices, develop healthy workplace behaviors in employees at all levels of an organization, and to encourage the benefits of useful approaches to conflict.



OUR TEAM

Resumes for Deborah, Danielle, and Taissa, our key team members for this proposal follow at the end of this proposal however our larger team includes Ian Connolly, Digital File Transformation and HR Technician; Alex Munoz-Oliveira, Proctor and Fiscal and Payroll Analyst; Helena Munoz, Senior Fiscal and Payroll Analyst; and Anthony Suber, Human Resources and Municipal Operations Manager.

Deborah Muchmore, Founder and Managing Consultant

Deborah Muchmore is our company founder, leadership and executive coach, and main facilitator for our experiential learning programs. Deborah is passionate about helping organizations build alignment and ignite employee engagement through more effective and productive communication, a greater understanding of ourselves and each other, and the development of key competencies. Over her career, Deborah has served at all levels of organizational structure both in the private and public sector. From prep cook and housing inspector to executive level management and from catering and real estate management to local government; Deborah has acquired a broad variety of valuable experience about people, organizations, and issues. In addition to her career experience, Deborah brings energy and enthusiasm to Muchmore Than Consulting.

Deborah is a Licensed Partner for Everything DiSC™ products, a certified facilitator for Everything DiSC Workplace, and a licensed and certified partner for the Five Behaviors™ brand. As such she brings a menu of proven and validated solutions to ignite employee engagement, develop healthier teams, drive team results to new heights, and improve communication throughout organizations. Deborah also collaborates with a network of licensed partners and seasoned organizational development and human resources professionals to deliver engaging learning and development experiences, one-on-one coaching, leadership development, and effective human resources services to your organization.

Danielle Oliveira, HR Specialist/ Administrator

Danielle brings with her administrative and human resources skills from the public and private sectors including the retail, medical, and local government industries. She also has a gift for identifying the logistical details of processes and ensuring efficiency and effectiveness on our operations, enhance every aspect of our operations, especially our data management and web

presence, and helps to continually improve the delivery of our services and customer experience. She is an expert in recruitment and selection processes.

Danielle manages our company website and social media platforms. She coordinates assessment and applicant processes and manages candidate communications. If you have any questions about our services or need assistance in ordering an assessment, scheduling a virtual or in person workshop, or inquiring about any of our assessment processes, Danielle will be happy to walk through it with you.

She is the liaison between Muchmore Than Consulting and Wiley for client purchases and shipments for the Everything DiSC™ and Five Behaviors™ products.

Danielle is a Certified Facilitator for Five Behaviors™ and Everything DiSC products, and possesses a bachelor's degree in Human Development with a minor in Psychology from Sonoma State University. She is also certified in Human Resources Management from Sonoma State University.

Taissa Araujo E Mello, Human Resources Advisor

Taissa is a seasoned human resources professional with 10+ years of Sales, Talent Acquisition, and Office Operations experience managing all phases of recruiting, from initial sourcing and screening to onboarding. She implements creative and effective strategies to reach to the top-performing candidates including competency-based interviewing. Taissa is also certifying in Disability and Leave Case Management practices this March and will be assisting on the Disability, Leave, and Recruitment aspects of the services.

Taissa provides outstanding leadership for projects and programs she oversees and demonstrates excellent research, time management, multitasking, organizational, and negotiation skills. Taissa is fluent in English and Portuguese, and conversational in Spanish. She is skilled in multiple applicable software programs including Microsoft Office (Word, Excel, PowerPoint), People Hub, CRM, Application Tracking Systems (ATS), and others.



APPROACH AND WORKPLAN

PROPOSED HUMAN RESOURCES SERVICES

Dear Ana,

Thank you for offering the opportunity to make this proposal to serve your human resources needs. We have enjoyed our work with the City and believe Muchmore Than Consulting (MTC) can provide quality human resources services and support to your team.

Human Resources Support

The core team from Muchmore Than Consulting will collaborate with and provide coaching and support to the City's Administrative Services Director, Department Heads, and the City Manager. Depending on the budget available, we can also serve as an expert resource to complete higher level project work for tactical and strategic HR issues and best practices or efficiencies for transactional day-to-day operations. We will work with you to prioritize and manage projects across fiscal years, as necessary to meet budgetary needs.

Specifically we will provide services in the areas of:

- Full Service Disability Management, Updates to Job Descriptions, Hiring Assistance and Recruitment, Employee policies and handbook updates, Performance management and review, resolution of employee grievances, exit interviews, and team building.

Our full spectrum of services include:

- Tactical HR issues may include Compensation Decisions, Talent Acquisition, Logistics of Open Enrollment, HR support for Costing of Labor Proposals, Workforce Planning, Personnel Matters, Policy Enforcement, Employee Engagement, Performance Management Oversight, Employee Relations, and Labor Relations.
- Strategic HR issues may include Succession Planning, Leadership Development, Organizational Design, Performance Metrics, Performance Management, Labor Negotiations, Risk Management, Training and Development, and Policy Needs.
- In a project-based role, Muchmore Than Consulting can identify the intended outcome, develop a plan to meet identified needs, provide a timeline and rough estimate of hours, and then work diligently to deliver the desired products and services.

- In a coaching role, Muchmore Than Consulting will typically provide coaching and guidance about issue resolution and redirect staff to the appropriate internal resource. The consultant's role is not intended to intervene directly on behalf of staff, but rather to serve as a resource to help the employee think through who to approach and how to resolve concerns.
- When working with employees, Muchmore Than Consulting will make every effort to maintain employee confidentiality to the greatest extent possible and reports to management will typically be statistical and thematic rather than specific as to issues discussed. The consultant will disclose to management any issues which reasonably indicate a potential breach of employment law. The consultant will advise the employee of the need to disclose and will identify the responsible manager to whom the issue is disclosed. This manager will be responsible to take all necessary actions to clarify and resolve the issue. The consultant will be available to advise management on responsibilities and facilitate communication if requested.

The City will have a Lead assigned to provide occasional additional HR consultation services if needed for significant issues as well as to ensure that your service needs are met. Muchmore Than Consulting uses a team approach and will assign some of the work to other off-sight MTC employees as needed. Our goal is to get your City's HR work completed by a qualified person at the best possible price and discussions with you will always be part of the process.



SCOPE OF SERVICES

Scope of Services Available

Subject to the terms and conditions of this Agreement, Muchmore Than Consulting team members will perform an assessment and provide related consultative advice as Human Resources Advisor(s) to the City of Sebastopol, which may require performing any or all of the functions described below:

AD HOC and Ongoing Human Resources Services to Include:

Classification and Compensation

Position reviews, review and updates to job classification specifications, creation of new classifications where applicable. Salary reviews and compensation studies as well as salary recommendations for new positions.

Disability Reasonable Accommodation and Medical Leave Administration

Active Case Management for Disability and Leave Management and Administration. Work with your third-party administrator to keep the case moving forward and limit exposure, and with the injured or ill employee to help educate them and assist them in obtaining all of the legal protections available to them while limiting employer liability and gaining quicker and more efficient and effective returns to work or separation when necessary. Support for City communications and Council actions related to return to work or separation from service.

ADA Administration

Serving as the interactive process coordinator; and ensuring appropriate communications and records are made regarding agreed-upon temporary or permanent accommodations and temporary modified duty assignments.

Recruitment and Selection/Employment Administration

Develop and administer effective and compliant recruitment and selection processes including skills-testing processes, pre-employment and hiring practices, and on-boarding of new staff. Provide recruitment services from development of materials through final certified list and selection of successful candidates.

Policy and Procedures Administration and Enforcement:

Make suggestions for and assist in the development and implementation of improvements to policies, procedures, and handbook.

Performance Management

Work with City supervisors and managers to apply effective and consistent performance management practices, relate performance to established City standards, and use values-based communications and examples to help coach and develop employees and craft and deliver performance evaluations.

Employee Relations and Labor Negotiations

Serve as a resource for employees providing a safe channel for communications up and down through the organization and facilitating training and coaching in communications strategies, tools, and transparency. Assist with the resolution of grievances and as requested support meet and confer and negotiation processes between the City and recognized employee organizations when required.

Organizational Development

Provide comprehensive training and facilitation services to assist your organization in becoming a healthier, more effective organization based on trust, respectful communications, productive use of conflict, and peer to peer accountability toward amazing results.

The services below directly address the following issues:

- Culture and Communication
- Professional Communication & Channels
- Role Clarity and Governance Guardrails

Leadership Development

Provide coaching and mentoring to organizational leadership and classifications or individuals identified for advancement in value and competency based leadership skills and behaviors.

Benefits Design

Analyze benefit plans and offerings and their usage and functionality; and determine best practices and benefit integration strategies to maximize benefits while achieving cost containment.

Strategic Human Resources Planning

Assess current and long-range HR needs and priorities and review the current assigned HR functions, roles and competencies; developing plans and timelines to improve HR skills and services and enhance organizational and administrative structures.



REFERENCES

Current clients we provide human resources services:

City of Sausalito

420 Litho Street

Sausalito, CA 94965

Phone: (415) 289-4100

Contact: Chris Zapata- City Manager: czapata@sausalito.gov

City of East Palo Alto

2415 University Avenue

East Palo Alto, CA 94303

Phone: (650) 853.3100

Contact: Ana Torres-Interim Human Resources Manager: atorres@cityofepa.org

Town of Tiburon

1505 Tiburon Boulevard

Tiburon, CA 94920

Phone: (415) 435-7373

Contact: Suzanne Creekmore-Director of Administrative Services: screekmore@townoftiburon.org

City of San Pablo

1000 Gateway Ave

San Pablo, CA 94806

Phone: (510) 215-3000

Contact: Charles Ching – Assistant City Manager: cching@sanpabloca.gov

City of Santa Rosa

100 Santa Rosa Avenue

Santa Rosa, CA 95404

Phone: 707-543-3060

Contact: Amy Reeve-Director of Human Resources: areeve@srcity.org

COST PROPOSAL

COST OF SERVICES AND FEE SCHEDULE

We bill hourly rounding to the nearest tenth of an hour for services provided based on the following fee schedule. Payment is made only for service hours rendered.

The cost of the assessment will not exceed \$25,000 and will be billed at hourly rates as listed below. We may bill reasonable direct expenditures for travel and lodging in addition to the hourly rates and anticipated cost range.

HR or Finance Director/ Chief Labor Negotiator	\$130.00 - \$140.00 per hour
Sr. Finance, Payroll, & Budget Analyst	\$105.00 - \$115.00 per hour
HR, Payroll, or Finance Advisor	\$82.00 - \$90.00 per hour
HR or Finance Specialist	\$65.00 - \$72.00 per hour
Admin Technician/Organization and File Specialist	\$52.00 - \$62.00 per hour

Muchmore Than Consulting will pass on reasonable business expenditures for reimbursement. Travel time to the site will be billed at ½ the billable rate of the team member providing the service per the above schedule and titles. No mileage or transportation will be billed. Lodging will be obtained and reimbursed at no more than the GSA 2023 rate of \$124 a night per person.

Experiential Workshops and Assessments (includes travel for facilitators but not lodging or meals for participants).

Muchmore Than Consulting is a Licensed and Certified provider of Everything DiSC and Five Behavior assessments, off-site retreats, and experiential workshops.

Workshop Facilitation – (Includes course prep, pre-and post-workshop communications, and facilitator-led in person or virtual classroom)	90 min-\$495	2 hours \$695
	½ Day \$1,075	¾ Day \$2,050
	Full Day \$2,750	

Online Assessments, includes enrollment in an online resource, comparison, and continuing user exploration platform	Vary depending on type of assessment \$72-\$168 per person \$240 for Leader 363 assessment
*Direct costs may be billed for reimbursement of reasonable direct expenditures for copying, supplies, assessments (listed above) or bindery necessary for project delivery.	
<p>EMPLOYEE SURVEYING</p> <p>Employee pulse and other surveys are available through a collaboration with Gallup. Surveys begin at annual subscription prices of:</p> <p>\$1,500 \$5,000 \$8,000</p> <p>A survey fee is also charged by Gallup of \$15 an employee a year for unlimited surveys using a 300 customizable question database. For more information on surveying, survey data, and analysis please contact Deborah Muchmore at (707) 486-2361 or deborah@muchmorethanconsulting.org.</p>	

It is difficult to put an NTE on work such as the above. However, we believe the services requested by the City of Sebastopol may range from \$60,000 to \$85,000 a year depending on the total hours required. Some years may be significantly less, especially if there are limited recruitment and labor needs and other years could require a higher range should unanticipated or unprecedented projects or employee issues arise. Muchmore Than Consulting will work closely with the City regarding budget and project work to ensure fiscal viability and awareness.

At \$60,000 to \$85,000 a year, the five-year projection would be \$300,000 to \$425,000.



DEBORAH MUCHMORE

Proprietor/ Coach/ Facilitator

Summary

Deborah founded Muchmore Than Consulting in 2017. She brings over twenty-five years of professional-level human resources and administrative services experience from both the private and public sectors. She has knowledge and experience in a range of Human Resources areas including:

- Benefits
- Classification
- Compensation
- Employee Relations
- Grievance Processing
- HR Operations and Management
- Labor Relations
- Organizational Development
- Onboarding
- Payroll Systems
- Performance Management
- Policies and Procedures
- Recruitment and Selection
- RFP Administration
- Risk Management
- Training and Development

For the last fifteen years, Deborah has served as a human resources manager for a large utility district, an administrative services officer for a community development commission, and a senior human resources analyst for the County of Sonoma. Her areas of expertise include organizational development, HR and payroll systems and compliance, classification and compensation, disability and leave management, conflict resolution, team development, and payroll and benefits administration. She is skilled at clarifying complex issues such as FLSA and public safety scheduling as related to payroll. .

Experience

MUCHMORE THAN CONSULTING (MTC) (2018- PRESENT)

President/ Coach/ Facilitator

Performs various internal business administration and HR functions for MTC. Managing email accounts answering customer and employee inquires. Maintains and manages company website and social media platforms. Provides support to president as needed. Is the liaison between Muchmore Than Consulting and Wiley for client purchases and shipments for the Everything DiSC™ and Five Behaviors™ products. Provides technical support to clients on assessments. Conducts research, data collection and analysis for client services such as classification and compensation studies. Manages full recruitment and selection processes for client agencies. Assists in development of policy and procedures.

PRE-MUCHMORE THAN CONSULTING EXPERIENCE

REGIONAL GOVERNMENT SERVICES (RGS) (2015- 2022)

Northern CA Senior Human Resources Advisor,

Deborah managed variety of professional-level human resources projects, on and off-site teams, programs and assessments for RGS partner agencies. Individually and through the work of the teams she led, she developed and implemented payroll and timekeeping systems for fire districts, municipalities, and

wastewater utilities; sourced high level executives for interim appointments, conducted job analysis, job classification studies and compensation surveys; conducted FLSA audits, developed and updated policies and procedures, provided staffing and organizational structure assessments, reviewed HR and payroll systems and compliance, collaborated on negotiations, coordinated disability management and leave administration, and provided strategic guidance for human capital and program improvement decisions throughout organizations.

COUNTY OF SONOMA, HUMAN RESOURCES DEPARTMENT (2014-2016)

Human Resources Analyst III,

Deborah was responsible for conducting classification studies and compensation studies. She also developed and conducted over sixty annual recruitment strategies for county departments and agencies.

SONOMA COUNTY WATER AGENCY (2012-2014)

Administrative Services Officer II,

Deborah managed the day-to-day operations of the payroll, human resources, safety, records, and clerical sections of the Administrative Services Division. She also served as the human resources and benefits consultant for the launch of Sonoma Clean Power and the selection of its founding CEO. In addition, she was the project manager for employee and training database redesign projects.

SONOMA COUNTY COMMUNITY DEVELOPMENT COMMISSION (1999-2012)

Administrative Services Officer,

Deborah managed the administrative support section with oversight of payroll processing, benefits administration, recruitment, training and development, financial accounting, and reporting, grant and loan administration, workers' compensation management and all aspects of human resources and finance management. In this role also she served as the EEO and Disability and Leave Manager, as well as administered the Commissions, public meeting rooms, sound and audio systems, fleet, customer service lobby and counter, alternate work schedule, and performance management programs.

Education

University of Phoenix

BS in Public Administration 2007

College of Marin

AA in Music and Accounting

Certifications and Licenses

A Wiley Brand

Everything DiSC Certification

The Five Behaviors of a Cohesive Team Accredited Facilitator

Society of Human Resources (SHRM)

Senior Certified Professional Certification

Human Resources Certification Institute (HRCI)

Senior Professional in Human Resources Certification

Community Service

Sonoma County Office of Education

Personnel Commissioner 2017 - Present

Deborah serves as a commissioner for the Sonoma County Office of Education and has served as Chair three of the last six years.



DANIELLE OLIVEIRA

Human Resources Specialist/Administrator

Summary

Danielle Oliveira joined Muchmore Than Consulting in 2019 and has provides valuable technical and analytical experience working with private and public sector agencies. She has knowledge and experience in a range of Human Resources areas including:

- Classification
- Compensation
- HR Operations and Management
- Organizational Development
- Onboarding
- Policies and Procedures
- Recruitment and Selection
- Training and Development
- Records Retention policy and procedures

Danielle provides full recruitment and selection services for client agencies. She also has technical experience in data and analysis experience for classification and compensation studies, salary surveys, personnel and confidential filing systems, and human resources records retention policies and procedures.

Danielle also works internally for Muchmore Than Consulting own Human Resources functions providing administrative procedures, organizational development, filing systems and processes, onboarding procedures, webmaster for maintaining business website and social media platforms, and tracking information pertaining to client scope of work.

Experience

MUCHMORE THAN CONSULTING (MTC) (2019- PRESENT)

Human Resources Specialist/Administrator/ Webmaster

Performs various internal business administration and HR functions for MTC. Managing email accounts answering customer and employee inquires. Maintains and manages company website and social media platforms. Provides support to president as needed. Is the liaison between Muchmore Than Consulting and Wiley for client purchases and shipments for the Everything DiSC™ and Five Behaviors™ products. Provides technical support to clients on assessments. Conducts research, data collection and analysis for client services such as classification and compensation studies. Manages full recruitment and selection processes for client agencies. Assists in development of policy and procedures.

PRE-MUCHMORE THAN CONSULTING EXPERIENCE

REGIONAL GOVERNMENT SERVICES (RGS) (2015- 2019)

Human Resources Project Coordinator

Provided a variety of HR technical and analytical services for partner agencies. As part of RGS' Recruitment Team, provided full cycle Recruitment services for partner agencies and RGS including: job announcements, job postings, ad placement, supplemental/interview question development, applicant tracking system set-up, applicant screening, oral board set-up, proctoring, applicant communications, employment/ reference checks, and verbal/written job offers. Researched and collected data for salary schedules and classification/compensation studies. Performed audits of Personnel and Confidential filing systems. Developed HR recordkeeping policies and procedures.

RGS Human Resources Administrative Technician (2016-2019)

Performed a variety of HR technical and analytical services for RGS' internal HR Unit, including support on onboarding, benefits, policies and procedures, and organizational development. Performed I-9 verifications of new employees. Provided support to migrate data on contracts and potential Advisor resumes into agency's CRM software. Created step-by-step process of RGS administrative duties and role breakdowns. Manage new employee Safe Personnel onboarding training.

RGS Training Academy Coordinator (2015-2016)

Provided coordination and support for the RGS Leadership Academy by creating flyers, taking registrations, managing logistics, travel arrangements, assembling training binders, and answering participant inquiries. Created flyers in Microsoft Publisher. Promoted the Academy to other agencies throughout California. Gathered all training materials for training manuals. Provided customer service in answering inquiries about the academy and taking registrations.

PROTRANSPORT I (2013-2014)

Temporary Human Resources Assistant,

Primarily responsible for migrating hard copy documents into the company's new electronic HRIS system. Assisted with onboarding new employees. Created new digital records into HRIS system for electronic storage. Assisted with onboarding new employees and presented information at orientations. Performed I-9 verifications of new employees.

Education

Sonoma State University

BA in Human Development minor in Psychology 2013

Solano Community College

AA in Psychology and Social Science 2011

Certifications

A Wiley Brand

Everything DiSC Certification 2020

The Five Behaviors of a Cohesive Team Accredited Facilitator 2019

Sonoma State University

Human Resources Management Certification 2017

Fred Prier Seminars 2017

Microsoft Excel 2007/2010: Beyond the Basics Certification

Fred Prier Seminars 2017
Microsoft Excel 2007/2010: Basics Certification

American Sport Education Program
Coaching Certification 2009

San Joaquin Delta College
Fitness Specialist Certification 2007

Software/Technological Skills

Microsoft Word, Excel, Publisher, PowerPoint, Outlook, Adobe Acrobat, CalOpps, NeoGov, Tracker RMS, ICON HRIS, APS.

Awards

Dean's List Award from Sonoma State University 2011-2013
Humanitarian Award from John R Williams School 2004



Taíssa Mello

Human Resources Specialist

Summary

Taíssa Mello joined Muchmore Than Consulting in 2022. She brings with her over 10 years of experience in talent acquisition, team development, workforce planning and conflict resolution. Her experience includes but is not limited to:

- Talent Management & Acquisition
- Sourcing & Recruiting
- Global Workforce Planning
- People Management
- Operations Management
- Change Management
- Employee Relations
- Conflict Resolution
- Policy & Procedure Development
- HR Business Analysis

Taíssa has worked for great names in the private sector such as Johnson & Johnson and Praxair, as well as in international events like the Olympic Games. Her main areas of expertise are talent acquisition and workforce management.

Experience

MUCHMORE THAN CONSULTING (MTC) (2022- PRESENT)

Human Resources Specialist

Taíssa performs various recruitment activities for client entities such as development of materials, marketing, advertising, proctoring oral boards, and candidate communications. Conducts exit interviews and employment first interviews of candidates as assigned. Prepares, proofs, and develops drafts of various documents, presentations, articles, and agreements.

PRE-MUCHMORE THAN CONSULTING EXPERIENCE

SPINNAKER RESORTS, INC (2022- PRESENT)

Recruitment & Training Coordinator

Leads full cycle recruitment activities of both professional and operational staff for Spinnaker – Hilton Head and act as the liaison for HR representatives throughout the Spinnaker network. In conjunction with functional area clients, aligns positions and sources candidates from local, regional, and national markets. Engages with external entities (university, military, service organizations, etc.) to recruit and enhance Spinnaker’s profile in the community. Performs compensation studies to orient and update pay rates & benefits to maintain a competitive position in the hiring market. Provides the corporate training initiatives for all departments across the four states where Spinnaker Resorts are present (South Carolina, Missouri, Virginia and Florida). Develops materials and conducts group training activities in concert with the current company ethos. Identifies select training opportunities for new managers to develop best HR practices. Directs internal employee engagements through meetings and events to enhance HR messaging.

KATE SPADE (2018- 2022)***Assistant Manager – HR & Operations (2019- 2020)***

Designed and implemented customized talent acquisition programs for every offered role, ensuring proper external communication and employer branding efforts to secure high-performing candidates. Delivered monthly performance reviews for Supervisors at management level, setting achievement goals and providing constant coaching. Created comprehensive and customer-oriented training programs for new sales associates.

Store Supervisor – Operations (2018- 2019)

Delivered quarterly performance reviews for Associates at management level, setting achievement goals and providing constant coaching. Supported Store Manager on recruitment by posting open positions online, conducting interviews and onboarding new employees.

RIO 2016 - BRAZIL (2013- 2016)***Workforce Manager (2016)***

Ms. Mello deployed outstanding human resources strategies for 11 Deodoro Cluster venues during Rio 2016 Olympic Games, being indirectly responsible for 7,200+ volunteers and paid staff. Managed 6k employee workforce and 70k volunteer workforce in labor relations and resource allocation to ensure all event venues were appropriately staffed. Engaged and resolved sensitive workforce issues and conflicts, including performance, terminations, and medical issues. Provided team leadership and coaching to managers on employee relations, development, HR policy and procedures.

Workforce Planner (2013- 2016)

Defined job descriptions and areas of expertise for 9 different functional areas during Rio 2016 Olympic Games phase. Trained more than 700 individuals in customer service and business operations for 4 different venues, including the Main Operation Center where senior executives and functional areas leaders were placed during game operations. Developed and planned workforce labor requirements to a geographic zone of venues for test events and game-time events.

Recruiter (2013)

Recruited professional staff for the Infrastructure Executive Director and participated in a team to recruit senior staff across all departments focusing on diversity & inclusion. Negotiated and implemented the online strategy for recruitment through a third-party supplier Vagas.com and LinkedIn. Instituted and managed the internship program for all departments within the company.

BRMALLS - BRAZIL (2011- 2012)***People Management Specialist***

Taíssa sourced, recruited, and interviewed for corporate, financial, marketing, merger and acquisitions, lawyers, and administration roles within the corporate entity for all malls nationwide. Incorporated strategic planning with hiring managers, resume screening, group dynamic evaluations, assessments, competency-based interviews, all leading to the hiring and on-boarding of the candidate. Provided subject matter expertise within the online recruitment tool (VAGAS.com) toward the identification and selection of internal and external candidates. Successfully onboarded 50 interns through the creation and implementation of a corporate internship program. Provided HR policies guidance for managers located in our network of malls throughout Brazil.

WHITE MARTINS / PRAXAIR - BRAZIL (2010- 2011)***Human Resources Senior Analyst***

Was responsible for high volume recruitment and selection of medical sales representatives, and focused recruitment on IT, management, and administrative support roles of healthcare company within the

Brazilian territory. Trained HR representatives in Brazil and regional managers on internal systems of human resource management. Participated in the creation of the Trainee program and its recruitment and selection process.

JOHNSON & JOHNSON - BRAZIL (2010)

Talent Acquisition Trainee

Supported international recruitment and selection from strategic meetings with managers, screening resumes, providing group assessments, application of tests, and competency-based interviews, to onboarding of new hires. Assisted the coordinator and the manager of the division for placement of junior and senior management positions, managed logistics of national and international recruiting events in the market. Developed the corporate onboarding in São Paulo for day one of new hire orientation. Adapted the company's global policies to specific local needs within a workgroup by reviewing admission processes.

Education

University of California, Los Angeles (UCLA Extension)

Certificate on Human Resources Management - Ongoing

Universidade Federal do Rio de Janeiro – Brazil

BA in Psychology

Software/Technological Skills

Microsoft Office Suite, Google Apps Suite, Adobe Creative Cloud, Computer Literacy, CalOpps, Indeed, Handshake, People Hub, CRM, Taleo, ADP, SAP