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**Location:**Washington, DC

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**Resume:**

Tyra A. Thomas

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EMPLOYMENT EXPERIENCE:

Reasonable Accommodations Specialist (Virtual Contractor) – USDA-40hrs/per wk 2/21-Present

• Supports the United States Department of Agriculture, (USDA), Departmental Administration

(DA), Office of Human Resources Management (OHRM), Employee and Labor Relations Division (ELRD), Employee Relations Branch (ERB) to provide operational services and advice to managers in the area of labor and employee relations, litigation of third-party proceedings and personnel misconduct investigations (PMI). The Division develops, administers, and evaluates comprehensive USDA-wide policies on labor relations, employee relations, administrative grievances, personnel misconduct investigations, litigation, and appeals programs for USDA. In addition, the Division administers the Drug Free Workplace Program, Reasonable Accommodation Program, discipline and adverse actions program, and fitness for duty.

• Provide technical guidance and assistance to USDA agencies and staff offices in the areas of employee grievances, conduct, discipline, adverse actions, reasonable accommodations management, performance management, employee relations training, PMI, formulating and recommending employee relations policies, standards, plans, and procedures for accomplishing the Department's strategic plan and OHRM's operating plan, as well as accomplishing the Office of Personnel Management and other government-wide initiatives.

• Main responsibility for activities related to the Reasonable Accommodations (RA) Program, which includes policies, practices, and procedures, as well as adjudicating requests for reasonable accommodation requested by employees. The contractor will provide training, technical advice and guidance to employees, staff members, management, supervisors, and program officials on compliance with Federal disability laws and agency policies related to reasonable accommodations, reviews and assesses employee requests for accommodations. The incumbent will produce inquiry reports, reports of case results investigation, and provide input of guidance documents based on analysis and/or findings, and produce other products and services that are timely, accurate, thorough, and clear and that are of considerable use management officials.

• Work directly with first line supervisors, employees, and program managers to ensure they are fully engaged in the interactive process, to ensure that the individual reasonable accommodation issues are affectively addressed for employees, applicants, and new hires. Responsible for explaining applicable laws, rules, and regulations to assist the managers with their decision- making process regarding reasonable accommodations.

• Conduct thorough research into each request for accommodation and the factual circumstances surrounding each request to ensure compliance with the Agency’s regulations, Federal and EEOC law and regulation, as needed. Have an in-depth knowledge and skill in applying advanced knowledge of applicable federal disability laws, EEOC caselaw, guidance and regulations, and Agency policies, including but not limited to, Title I of the Americans with Disabilities Act of 1990 Amendment Act, and the Rehabilitation Act of 1973, as amended, to ensure organizational adaptation and compliance.

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• Work with assigned government Human Resources Specialists in the performance of their duties. The contractor will be solely responsible for ensuring the accuracy, timeliness and completion of all tasks assigned under this contract.

• Maintain existing databases used to manage and track work requirements. Help identify and recommend information technology and database tools for new activities or to increase the effectiveness of existing Labor and Employee Relations Information System.

• Assist employees and management in understanding the reasonable accommodation process, related forms, and their responsibilities.

• Perform case management and coordinate the accommodations process for end-to-end case management. This includes working with the employees, supervisors, and other stakeholders.

• Receive and review medical information for disability and non-disability related temporary and long-term accommodations requests.

• Engage in the interactive process with employees, supervisors and medical providers requesting additional information for clarity if limitations listed are vague.

• Recommend and/or negotiate reasonable alternative accommodations.

• Escalate complex accommodation issues and cases for guidance to the Senior RA Coordinator.

• Support the Senior RA Coordinator in ensuring service level agreements are met consistently and in maintaining satisfaction ratings related to employee experience.

• Conduct interactive discussions with employees and supervisors, assists in answering/resolving any follow-up questions/issues and provides clarification, when needed.

• Review the essential job functions provided by the employer along with restrictions/limitations provided by the employee and their treating provider to confirm the employee can meet the essential functions with or without the accommodation(s) requested.

• Works closely with other members of the staff to ensure smooth transition from the RA program to other appropriate programs for case disposition.

• Conduct business with government personnel, employees, and customers in a courteous, positive, and helpful manner at all times. Expected to handle the day-to-day customer issues, responding to their needs, and explaining policy where it might be different from what the customer desires. Forward all customer issues that are not resolved to the ER management team or Contracting Officer Representative (COR) in a timely manner, providing details of all issues.

• Experience providing guidance to managers and employees regarding the FERS and CSRS disability retirement process. Compiling and processing Federal benefits forms. Experience handling a large and complex caseload of FERS and CSRS using Federal disability retirement programs.

Sr. Accommodation Consultant (Virtual Contractor) –Amazon 40hrs/per wk 9/20-1/21

• Provide information, referral, and support to employees with medical conditions or disabilities, supervisors, Human Resources, and other partners at an escalated level to support Amazon’s employee return to work efforts.

• Operate as an advocate for the accommodations process by providing on-going consultative support to site stakeholders and accommodation specialists with a focus on problem solving and creative solutions.

• Facilitate communication between stakeholders, employees with disabilities, as well as Leave of absence, STD, LTD and Workers Compensation stakeholders.

• Investigate and partner with DLS Management and Legal on escalated issues as appropriate. Tyra Thomas Resume

• Assist Human Resources and department supervisors in identifying essential and marginal functions of employee positions.

• Conduct job site analyses.

• Assist employees in understanding their restrictions and limitations and their legal rights and responsibilities.

• Maintain strict confidentiality in verbal and written communications.

• Keep abreast of national, state, and local legislation affecting access for employees with disabilities.

• Document and maintain up-to-date case records and notes of appropriate and accurate information.

• Assess business unit’s training needs and/or group training sessions as appropriate.

• Maintains a caseload of up to eighty cases on average (may fluctuate during periods of high volume such as peak, prime day and new site launches)

• Highly skilled in answering questions related to ADA, understanding the employee’s situation, responding to changing circumstances and needs, and paving the way for a connected and trusted case management experience.

• Pursuing return-to-work management and collaboration with leave case managers and disability vendors to ensure effective administration of the program.

• Provide consultation and coaching regarding accommodation matters to designated regional HR partners, managers, and employees.

• Knowledgeable of medical terminology, HIPAA, and have a deep understanding of ADA, FMLA, statutory leaves and disability policies and laws, in addition to the job accommodation processes.

• Serves as a liaison between business lines, the Disability Leave Services (DLS) team, vendor partners, Health Profession Offices, and employees. Human Resource Coordinator -- NAPA 40hrs/per wk 10/19-07/20

• Provide full comprehensive Human Resources support for the HR department and other departments as needed (employee data, leave management, filing employee relations documentation, meeting notes, internal/external written correspondence, filing, creating reports

• Unemployment claims cases.

• Initiate on boarding drug test and well as conducting random drug screening using First Advantage

• Coordinates human resources procedures to initiate benefits. Assisting employees in filing health, dental, life, and all other related and deferred benefit claims.

• Point of contact for employee's injury Claims for worker compensation or property damage claim to company vehicle using Aon claims reporting system.

• Assist employees with Reasonable Accommodation application with accordance to the ADA Disability Act

• Gather and review documents associated with the employee request and doctors' recommendations for the resalable accommodations upon to back from injury.

• Make the decision to grant or deny request, based off if company can provide what is needed for employee to function to perform their essential duties upon reporting to\back to work under the provision of the RA request. Once the decision is granted, I would brief management to the guideline stated under the employee's reasonable accommodation.

• Provide reasonable commendation for a n employees pregnancy relayed condition, including providing locations for lactation breaks that follow breastfeeding state law guidelines. Tyra Thomas Resume

• Conduct onboarding and new hire orientation as well as recruitment activities including drafting vacancy announcements, post and verify applicant's eligibility and qualifications.

• Initiate and tracks background check through Equifax.

• Respond to employee inquires to include but not limited to health benefits, W2s, retirement, leave management.

• Create and maintain all medical and personal files.

• Perform HR Technical and administrative support functions for process personnel action such as promotions, position changes, hires and termination using PeopleSoft.

• Prepare documentation for New Hires including new hire orientation class training and paperwork.

• Recruit - Posts open jobs, screens applications, arranges interviews, participates in selection process, and administers pre-employment tests.

• Coordinates human resources procedures to initiate benefits. Assisting employees in filing health, dental, life, and all other related and deferred benefit claims.

• Arranges and conducts employee information presentations and enrollments. By preparing announcement material, booklets, and other media for communicating new plans to employees. Revise and reissues all communications material on benefits, as necessary.

• Update and maintain employee files regarding the tracking of deductions or additions in company payroll system.

• Perform daily payroll department operations for biweekly and semimonthly payroll.

• Collects, calculates, and enters employee pay information for payroll processing.

• Execute time and attendance processing and interface with PeopleSoft and Krono's system.

• Manage workflow to ensure all payroll transactions are processed accurately and timely.

• Updates payroll/personnel records by entering changes in exemptions, insurance coverage, 401k, deductions, job titles, and department transfers in PeopleSoft.

• Reconcile payroll prior to transmission to payroll department; validate confirmed reports.

• Understand proper taxation of employer paid benefits as well as Fair Labor Standard Act (FLSA) laws for overtime exemptions.

• Process correct garnishment calculations and compliance with any court mandated subpoena HR/Staff Assistant -- Office of the General Counsel (DC Fire & EMS) 40hrs/per wk 1/2015 - 10/18

• Provides assistance to the General Counsel in developing and revising policies and procedures which govern the release of Department information.

• Responded to inquiries regarding personnel files and entries made into People Soft (Human Resources database).

• Investigates, examines, research, compiles, and evaluates factual information and data in order to prepare documents for filing in court, and answering to interrogatories.

• Assist Personnel Analyst in scoring and ranking applicants test results to create cert. Create personal action fifty-two’s so necessary personnel action can be taken.

• Plan and Budget bi-yearly recruitment process center for new applicants and promotion exams

• Coordinates and grants requests for interviews or appearances in legal matters.

• Produces a variety of legal, technical, and confidential documents and correspondences from handwritten draft, edited copy or electronic files into final form, utilizing varied and advanced word processing software or computer programs that are routinely required for specific legal Tyra Thomas Resume

actions for the signature of the assigned attorney(s) in response to inquiries from congressional offices, outside counsel, and staff in other government agencies.

• Provided assistance with coordination of within grade step increases and pay rewards.

• Reviews outgoing correspondences and reports prepared by myself and/or attorneys in the organization for procedural accuracy, conformance with general policy and other requirements to ensure specifications are met and of deadlines for submitting various actions or documents.

• Advises attorney(s) of court appearances and of deadlines for submitting various actions or documents. Ensure that the correct briefs get copied and mailed out in a timely manner. Exercise independent judgment and decision-making within the scope of given authority in handling all matters and/or referring situations to the appropriate personnel.

• Gathers, assembles, and provide necessary supporting documentation for correspondence or reports as instructed by the manager which may involve simple research of statistical data. Creates, maintains, and updates electronic and paper files using Microsoft SharePoint, including case files in alphabetical, chronological, and numerical order.

• Establishes, organizes, and maintains office subject matter files and records based on program emphasis. Maintains calendar for active cases, scheduling, canceling, and shifting appointments, trainings, conferences, and meetings based on knowledge of office activities and responsibilities, special interest, and commitments of the attorney.

• Accepts meeting requests on behalf of attorney’s based upon knowledge of the office's priorities, commitments, policy issues and concerns, either by written notification or verbal communication.

• Assist General Counsel with Employee Labor Relation issues.

• Process Time and Attendance for our Division.

• Assist in the development of new office policies and revisions to existing policies and procedures. Staff Assistant – Office of Information and Privacy (DC Fire & EMS) 40hrs/per wk 1/2010 – 12/2014

• Assisted in gathering all materials need by the Privacy Officer for any FOIA or HIPAA request that are requested through the office. Assist in ensuring the requirement and intent of the Freedom of Information Act (FOIA), the Privacy Act, and agency regulations and guidelines concerning the release, non-release, protection and quality of agency records and information.

• Managed responses for all correspondence requiring the Privacy Officer’s signature and to ensure correspondence is sent out in a timely manner. In the absence of the Privacy Officer, serves as Acting Privacy Officer with full authority to manage FOIA and HIPAA related issues within the Department, and with the District’s Privacy and Security Officials.

• Maintain a tracking system of all FOIA or HIPAA requests that received though mail, fax, or email.

• Mange records retention policy to ensure Agency stays in compliance to District’s retention policy and law.

• Served as the Department’s Custodian of Record which required attendance to court appearances to validate authenticity of Departmental medical records.

• Draft operating procedures documenting office policies and methods. HR Management Liaison Specialist – Human Resources (DC Fire & EMS) 40hrs/per wk 7/2005-1/2010

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• Provided technical assistance to manager with coordination of within grade step increases and pay rewards.

• Responded to inquiries regarding personnel files and entries made into People Soft (Human Resources database).

• Upload job announcements, pull all on-line applicants, create job announcement folder, and placed all appropriate candidates with folder.

• Assist Personnel Analyst in scoring and ranking applicants test results to create cert. Create personal action 52’s so necessary personnel action can be taken.

• Plan and Budget bi-yearly recruitment process center for new applicants and promotion exams.

• Create flyers, posters, and announcements for preparation of job fairs in the city to hire for the agency.

• Processed batch reports to be send to district central payroll office for close pay period for agency employees.

• Administering leave program elements, e.g., leave without pay, advanced leave, and/or leave transfer determinations.

• Employee Performance Plan

• Knowledgeable of District Personnel Manuel for providing assistance to agency head or managers for guidance.

• Call and schedule interviewers for hiring. Assemble Interview committee for interviews.

• Assist new hirers with Employee Benefit package. Staff Assistant – Office of the Fire & EMS Chief (DC Fire & EMS) 40hrs/per wk 8/2001-7/2005

• Used processing software and printing equipment to create, copy, edit, store, retrieve, and print products in a variety of formats (e.g., correspondence, reports, and tabular and/or statistical documents).

• Prepare travel authorizations and expense vouchers for the office as well as arranging travel for the office staff including scheduling transportation, making hotel reservations, staying connected with staff in route notifying of modifications of changes to schedules, and preparing travel vouchers.

• Use District People Soft database for Time and Attendance to documents staff hours and leave status.

• Prepare courses and materials for on-going training programs including writing course syllabi, lesson plans and student handouts.

• Answering high volume calls, retrieving phone messages.

• Receives and reviews mail for the office and determines appropriate dissemination. Review outgoing mail for attachments, dates, signatures, complete addresses, and destinations. Maintain suspense records on all correspondence and action documents and follows up to ensure timely response or action.

• Organizes and maintains files and records, keeps manuals updated as well as handbooks, and other related material vital to the Chiefs and Office Staff for reference purposes.

• Establishes and maintains office files, records, and develops several types of automated tracking systems as needed. Signs for Federal Express and other deliveries assuring the package get to the appropriate staff personnel and locate lost express mail.

• Attends the meeting or conference, record minutes and action items, publish final minutes, and follow up to assure that commitments made are carried out within agreed upon time frames. Tyra Thomas Resume

• Use Purchase Card or Purchase Order system to order supplies or reserve venues for conference or meeting. Track all return invoices into Purchase Order system for budget purposes.

• Respond to inquiries addressing various administrative requests and other frequently requested information.

EDUCATION:

University of the District of Columbia - Business Management 2005 – 2007 Computer Learning Center Computer- Networking 1999-2000 Southside Community College Business –Management 1994-1995 RELATED SKILLS AND PROFICIENCIES:

\*EMT-B (D.C. Certified) \*Type 60+ words per minute

\*Certified Standard First Aid for 3 years \*CPR for 2 years

\*Word, Excel, Outlook, Internet Explorer, SharePoint, PowerPoint, and Publisher

\*Expertise Lexis/Nexis, CyberFeds, Westlaw, GC Laws, eOPF, Traveler, LERIS DM, PeopleSoft, Workday, Applicant Tracking System, Connect HR, Purchase Orders, and many T&A database

ADDITIONAL TRAINING:

Procurement Ethics/EEO Training

Customer Services Communication Skills

Timekeeper Training Business Writing

Basic Travel Authorization and Expense Voucher

Records Management