

CLERK'S OFFICE

APPROVED

Submitted by: Assembly Chair Traini
Prepared by: Office of the Ombudsman
For reading: APRIL 8, 2003

Date: 4-8-03

ANCHORAGE, ALASKA

AR NO. 2003- 74

**A RESOLUTION OF THE ANCHORAGE MUNICIPAL ASSEMBLY APPOINTING
KRISTIN D. SORENSON AS ASSISTANT OMBUDSMAN.**

WHEREAS, the Office of the Ombudsman recently advertised for the position of Assistant Ombudsman; and

WHEREAS, approximately 50 resumes were received in response to the advertisement, and eight applicants were interviewed; and

WHEREAS, one applicant – Kristin D. Sorenson – has over 14 years of investigation, mediation, negotiation, and human relations experience, including six years customer service in the APD Warrants Division; and

WHEREAS, Ms. Sorenson comes to the Municipality with high regards from others for her work ethic and professionalism.

NOW, THEREFORE, the Anchorage Assembly resolves:

Section 1: That Kristin D. Sorenson is appointed as Assistant Ombudsman, beginning employment on April 10, 2003.

Section 2: That this ordinance shall be effective upon passage and approval.

PASSED AND APPROVED by the Anchorage Assembly this 8th day of April, 2003.

Deck 2
Chair

ATTEST:

Linda L. Helm
Municipal Clerk

Kristin D. Sorensen

OBJECTIVE

To occupy a challenging position that involves investigation, mediation, and ultimately brings diverse groups closer together.

SUMMARY OF QUALIFICATIONS

- Bachelor's degree in Organizational Management
- PHR Certification
- Employee relations management experience
- Excellent interpersonal skills
- Experience conducting highly confidential and complex internal investigations
- Experience with conflict negotiation and alternative dispute resolution
- Positive attitude and professional manner
- Organized and detail oriented
- Skilled in developing and delivering oral and written presentations
- Skilled in computer software; Microsoft Word, Excel, Power Point, and E-mail

EDUCATION

August, 1998 - December, 1999

Alaska Pacific University

Degree: Bachelor of Arts

Major: Organizational Management

Status: Graduated December 1999; GPA 3.8

1995 - 1997

University of Alaska, Anchorage

Degree: Associate of Arts

Major: Justice, Business

Status: Obtained December 1997, GPA 4.0

PROFESSIONAL EXPERIENCE

ARCTEC Alaska

September 2001 – Present

Title: Employee Relations Specialist

Assisted in negotiations and administered a collective bargaining agreement with three labor unions (IBEW, IUOE, and Teamsters) and the Company using interest based bargaining methods. Responsible for providing interpretation of agreement while advocating for employees and management; facilitated related mediation and conciliation regarding concerns of all involved parties. Investigated and resolved significant number of employee relations issues, including union grievances, EEOC complaints and DOL complaints. (All were resolved without arbitration.) Counseled and assisted employees regarding personnel issues, medical issues, employment issues, etc. Developed human resource management plans for new government services contract work. Assisted with staffing and recruiting requirements. Utilized high level of

discretion, due to competitive nature of government service contract and to honor privacy and unbiased advocacy for employees. Acted as the technical writer for the contract negotiation and management teams for all documentation sent outside the Company. Helped to develop all new policies and procedures for department. My focus in this position has been doing whatever necessary to make the employees feel like the Company values and appreciates them. Accountable for maintaining recruitment strategies and policies in compliance with Alaska employment law, EEOC and company affirmative action plan and diversity goals.

Chugach North Technical Services, J.V.

April 2001 – July 2001

Title: Human Resource Manager

Responsible for the supervision of 72 – 89 contract employees assigned to work at Alyeska Pipeline Service Company. Responsible for employee recruitment and placement, investigations and conflict resolution, performance appraisals and disciplinary actions, training and team building, strategic planning, and organizational development. Accountable for developing recruitment strategies and policies in compliance with Alaska employment law, EEOC and company affirmative action plan and diversity goals. Counseled employees and conducted personnel investigations, including researching and analyzing employee concerns and leading mediation and conciliation meetings as applicable. Successfully promoted diversity and an inclusive culture. Created and maintained an open work environment, established effective work relationships with all levels of management, and advocated for employees on variety of issues. Also responsible for managing Valdez division of company. Other duties included supervising two staff employees, established contacts within the Valdez business community, managing budgets, and maintaining a professional, profitable business. Moved to Anchorage.

Chugach North Technical Services, J.V.

August 2000 – March 2001

Title: Human Resource Generalist

Responsible for assisting H. R. Manager with various supervisory tasks involving 86 contracted employees. Responsible for managing front office of busy human resource management business. Duties included recruitment, examination and selection activities; assist H.R. Manager with benefits management, job classification and salary reviews, and job placement. Assist H. R. Manager with conflict resolution, team building, strategic planning and organizational management. Accountable for implementing recruiting strategies and affirmative action plan. Help to counsel employees and conduct personnel investigations; assist in management of employee relations and outside agency relations. Consult with Alyeska managers and employees on related H. R. issues and organizational development. Observe organizational teams and provide conflict management and knowledge management feedback as appropriate. Assured compliance with federal and state labor laws within division. Responsible for establishing contacts within the Valdez business and general community in order to maintain a professional and profitable business. Received promotion to manager position.

State of Alaska

April 1997 - August 1998

Department of Community & Regional Affairs

Division of Community & Rural Development - South Central Region

Title: Case Manager, Job Training Partnership Act

Provided personalized career, educational and social counseling for 60 plus state employees and other individuals. Assisted displaced employees towards successful long-term employment goals. Helped to identify and facilitate furthering education and training (including social, vocational, technical, and academic) for the personal benefit of 60 plus clients. Consulted with wide range of

training and educational facilities to best link individuals with facilities and programs and ultimately successfully placed employees in appropriate jobs. Constantly monitored status for clients and applicable agencies to ensure mutual satisfaction and related compliance. Position was grant funded and was renewed three times due to excellent performance. Worked with a variety of computers including IBM, Macintosh, and State and City mainframe systems. Maximum allowable grant period ended.

Municipality of Anchorage
Police Department
Warrants Division

September 1990 - October 1996

Title: Customer Service Representative (Clerk II)

Provided customer service for Warrants Section. Implemented service of and maintained document control over all court-issued paperwork within the Department. Conducted individual case research and investigation of defendants for court-issued paperwork as listed above. Taught and tested police officers and others on Federal and State crime information systems to ensure accuracy, efficiency, and professionalism. Routinely dealt with Alaska Court System employees, judges, attorneys, victims, defendants, and community members. Utilized clear and concise technical writing and verbal skills to communicate with various offices. Utilized computer skills and organizational skills. Accuracy, confidentiality, ability to perform multiple tasks, and excellent people skills were critical. Worked with a variety of computers including IBM, Macintosh, and State and City mainframe systems. Moved to Valdez.

Municipality of Anchorage
Management Information Systems Department
Anchorage Telephone Utility

June 1989 - August 1990

Title: Customer Service Representative (Clerk II)

Responsibilities included processing payroll, maintaining division personnel files, word processing and data base administration and maintenance, developing weekly division progress reports, etc. Knowledge of Municipal Policies and Procedures and Personnel Guidelines required. Worked with a variety of computers including IBM, Macintosh, and State and City mainframe systems. Received promotion.

Municipality of Anchorage
Human Resources Department
Personnel Division

April 1989 - May 1989

Title: Customer Service Representative (Clerk I)

Provided customer assistance for individuals applying for Municipal employment opportunities. Coordinated advertising and qualification guidelines for all Municipal positions. Planned, organized, and implemented employment guidance and employment-related tests. Assisted in facilitating a smooth employee adjustment for newly hired employees. Worked with a variety of computers including IBM, Macintosh, and State and City mainframe systems. Received promotion.

PROFESSIONAL CERTIFICATIONS

Professional Human Resource (PHR) Certified - December, 2000

PROFESSIONAL AFFILIATIONS

- 2001 - 2002: Adjunct Faculty Member, University of Alaska, Prince William Sound location. (Human relations and human resource management courses)
- 2000 - 2003: Member, National Society for Human Resource Management
- 2000 - 2003: Member, Alaska Society for Human Resource Management
- 1996 - 2003: Member, National Association for Female Executives

Ar203-74

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|---|--|---|--|--|--|
| 1 | | SUBJECT OF AGENDA DOCUMENT <i>Appointment of Assistant Ombudsman</i> | | DATE PREPARED <i>3/31/03</i> | |
| | | | | Indicate Documents Attached <input type="checkbox"/> AO <input checked="" type="checkbox"/> AR <input type="checkbox"/> AM <input type="checkbox"/> AIM | |
| 2 | | DEPARTMENT NAME <i>Assembly</i> | | DIRECTOR'S NAME | |
| 3 | | THE PERSON THE DOCUMENT WAS ACTUALLY PREPARED BY <i>G. Meyer</i> | | HIS/HER PHONE NUMBER <i>x 4755</i> | |
| 4 | | COORDINATED WITH AND REVIEWED BY | | INITIALS | |
| | | Mayor | | | |
| | | Municipal Clerk | | | |
| | | Municipal Attorney | | | |
| | | Chief Fiscal Officer | | | |
| | | Equal Rights | | | |
| | | Municipal Manager | | | |
| | | Cultural & Recreation Services | | | |
| | | Economic Development & Planning | | | |
| | | Employee Relations | | | |
| | | Fire | | | |
| | | Health & Human Services | | | |
| | | Management Information Services | | | |
| | | Office of Management & Budget | | | |
| | | Police | | | |
| | | Property & Facility Management | | | |
| | | Public Works | | | |
| | | Purchasing | | | |
| | | Transit | | | |
| | | Enterprise Activities | | | |
| | | Merrill Field Airport | | | |
| | | Municipal Light & Power | | | |
| | | Port of Anchorage | | | |
| | | Solid Waste Services | | | |
| | | Telephone Utility | | | |
| | | Water & Wastewater | | | |
| | | Other | | | |
| 5 | | SPECIAL INSTRUCTIONS/COMMENTS <i>For Action</i> | | | |
| 6 | | ASSEMBLY MEETING DATE REQUESTED <i>4/8/03</i> | | 7 PUBLIC HEARING DATE REQUESTED | |

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| Mayor | | | | | | | |
| Municipal Clerk | | | | | | | |
| Municipal Attorney | | | | | | | |
| Chief Fiscal Officer | | | | | | | |
| Equal Rights | | | | | | | |
| Municipal Manager | | | | | | | |
| Cultural & Recreation Services | | | | | | | |
| Economic Development & Planning | | | | | | | |
| Employee Relations | | | | | | | |
| Fire | | | | | | | |
| Health & Human Services | | | | | | | |
| Management Information Services | | | | | | | |
| Office of Management & Budget | | | | | | | |
| Police | | | | | | | |
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