

# Tonya Runnels, SPHR

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[linkedin.com/in/tonya-runnels](https://www.linkedin.com/in/tonya-runnels) • Westminster, CO

Accomplished executive partner, confidential advisor, and performance coach with decades of extensive experience of HR management. Strong and strategic mindset to effectively and smoothly execute all HR operations in alignment with business objectives. Diligent with high ethical standards. Center of expertise providing excellent customer service with continuous improvement and drive to deliver enhanced process improvements and cost savings. Empower staff by providing clear direction and feedback. An energetic and enthusiastic leader who fully contributes and shares knowledge, insight, and works on building trust and rapport.

## Areas of Expertise

- Human Resource Management
- Process Redesign & Structure
- Regulatory Compliance
- Company Acquisition and Integration
- Corp Legal Liability & Exposure
- Compensation Analysis
- Benefits Restructuring
- Recruitment & Retention
- Employee Relations
- Leadership Development
- HRIS Software Implementation
- Collective Bargaining
- Wellness Initiatives
- Creative problem-solver

## Career Experience

### **Centennial Peaks Hospital, Louisville, CO**

**Dec 2021 – present**

Director of Human Resources

- Oversee all aspects of the HR department and support for approximately 315 employees. Support all phases of HR from talent acquisition, workforce planning, employee relations, retention, compensation, benefit administration, employee relations, and leadership development.
- Drive reduction in cost per hire and onboarding time by evaluating and defining high-quality candidates across the job market and revamped hiring process to decrease time to hire and increase the quality of hire. Turnover reduced by over 50% in the highly competitive healthcare market.
- Analyze data to support decision-making and deliver meaningful insights to Leadership for improvements.
- Modernize the paper-heavy HR processes to more digital, real-time, and efficient resulting in less frustration from staff, zero lost documents, and more information at their fingertips.
- Arranged for private evacuation transportation of staff and patients during the Marshall Fire utilizing my personal and professional network. Secured a no-cost workspace with AV equipment and conference rooms for two scheduled orientations, several trainings and meetings during the six-week evacuation of the hospital.
- Supported employees during FEMA designated disaster while hospital was evacuated, reassignment of work locations, employee relations, and pay issues. Managed Reduction-in-Force.

### **Volunteers of America Colorado Branch, Denver, CO**

**Aug 2021 – Dec 2021**

Senior Director of Human Resources

- Oversaw HR department and support for \$30M non-profit with 375 employees. Supported the Leadership team and represented the organization at fundraising events and galas.
- Revamped job postings to attract a record number of applicants in company history (500+ in the first week).
- Streamlined the hiring process to shorten the average time to hire from 22 days to 14 days.
- Developed and implemented a company-wide minimum wage program and timely revisions to compensation philosophy that increased retention, employee morale, and was neutral to the overall organizational budget.
- Restructured the conflict management process and provided training to empower front-line supervisors to support their staff and reduce employee conflicts at their level, reducing the involvement of top leaders.

### **Via Mobility Services, Boulder, CO**

**Oct 2007 – Apr 2021**

## General Manager of Administration, VP of Human Resources

- Oversaw and streamlined for efficiency of overall administrative functions by providing exceptional HR support for \$25M non-profit with 320 employees. Oversaw HR, safety, professional development, and administration departments.
- Drove cost savings of over a million dollars in health insurance premiums by implementing innovative solutions, effectively negotiating with benefit brokers, and successfully maintaining consistency of monthly premiums for over a decade. Added employer-sponsored Vision Plan-, Short- and Long-Term Disability Plans, while remaining budget neutrality and added several optional plans for employees, rounding out and modernizing the benefits package. Added a Roth plan to existing retirement savings plan and managed the broker relationship.
- Created robust and innovative wellness initiatives to reduce spend on benefits package by inclusion of in-house workout facility, walking challenges, Fitbit programs, company match on Community Supported Agriculture (CSA) to encourage healthy eating, tobacco cessation and education program.
- Modernized the recruitment process to include technology, innovative thinking and problem-solving which solved the staffing shortage for the organization and Via was the only contractor without returned routes.
- Created incentive pay programs for hard-to-cover shifts which solved critical staffing shortage issues.
- Served as key spokesperson to effectively negotiate CBAs with two unions. Served as main point of contact for mediation and grievance processes. Maintained positive relations with stewards and business agents.
- Ensured seamless transition of employees during two acquisitions of two separate companies into Via.
- Revamped the substance abuse program: modernized the program and became an expert in the Drug and Alcohol field per Federal Transit Administration requirements. Successfully passed two FTA Drug and Alcohol audits. Became certified to conduct both Drug and Alcohol collections.
- Successfully defended legal claims including EEO, ADA, and OSHA.
- Created and implemented a comprehensive furlough plan that provided continuity for employees with budget considerations in response to the Covid-19 pandemic.

## **Education, Certifications and Professional Memberships**

Master's in Human Resources and Industrial Relations

University of Illinois, Urbana-Champaign, IL

Bachelor's in Psychology

*Emphasis in Industrial Organizational Psychology*, Colorado State University, Fort Collins, CO

Colorado Notary Public

SPHR accredited by HRCI

Member of the following HR Associations: SHRM, HR Leadership Collective and HR Leaders Network

## **Recognition and Accomplishments**

Panelist at 2018 Engage-Empower-Connect Summit at Denver Botanic Gardens, hosted by SCFD, Denver Botanic Gardens

News coverage from a benefit perk in 2017: <https://www.dailycamera.com/2017/03/08/via-mobility-in-boulder-makes-fresh-produce-a-job-perk/>, March 8, 2017, Daily Camera

Speaker and co-host of Working Women's Wellness Symposium, June 2016, a McGlothlin Davis event, [https://www.linkedin.com/pulse/working-womens-wellness-symposium-june-2-3-tonya-runnels?trk=public\\_profile\\_article\\_view](https://www.linkedin.com/pulse/working-womens-wellness-symposium-june-2-3-tonya-runnels?trk=public_profile_article_view)

Speaker and Trainer, FTA Drug and Alcohol Audit Best Practices, September 19–23, 2016 in Snowmass Village, CO, CASTA Conference, <https://coloradotransit.com/professional-development/casta-conferences/>