

Twillea D. Evans-Carthen

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SUMMARY

Professional experience includes thirty years as a college administrator for California State University, San Bernardino (CSUSB). CSUSB Director of Ombuds Services, professional experience includes Human Resources Administrator. Twenty years as an Adjunct Professor for Chapman – Brandman University, Riverside and Ontario Campuses providing instruction for Human Resources and Organizational Leadership for both undergraduate and graduate programs, in addition to many years as an Adjunct Professor for CSUSB College of Extended Learning, and CSUSB Jack H. Brown College of Business and Public Administration.

KEY COMPETENCIES

Employee/Labor Relations ~ Conflict Resolution ~ Personnel Investigations ~ Mediation ~ Facilitation ~ State and Federal Labor Employment Laws ~ Classification and Compensation ~ Recruitment and Selection ~ New Employee Orientation ~ Diversity, Inclusion & Equity ~ Collaboration ~ HR Policies and Procedures ~ Staff Handbook Development & Update ~ Application & Interpretation of Collective Bargaining Agreements ~ Performance Management ~ Training and Development ~ HR Information Systems ~ Workers Compensation ~ Benefits Administration ~ Fiscal Management ~ Conflict of Interest.

EDUCATION

Master's Degree in Public Administration
California State University, San Bernardino

Bachelors of Science Degree in Business Administration
California State University, Long Beach

Certifications: Conflict Resolution &
Investigations
Foundation International
Ombuds Association
SHRM – SCP (Course)

PROFESSIONAL EXPERIENCE

Director, Ombuds Services (Administrator II)
California State University, San Bernardino
2017 – Present

- Provide confidential, informal, independent and impartial assistance to students, staff, faculty and community through dispute resolution and problem-solving methods such as conflict coaching, mediation, facilitation, and shuttle diplomacy.
- Develop and maintain ongoing relationships with all campus constituencies to promote the value and process of conflict resolution.
- Develop and conduct training and information sessions for the campus community about the

Ombuds Office's role in university conflict resolution.

- Respond to concerns and disputes brought forward by visitors. Visitors include students, staff, faculty and community.
- Consult with appropriate administrators to understand and resolve complex problems through informal discussion and develop cooperative strategies to prevent future problems.
- Encourage ethical behavior and practical solutions in resolving disputes and formulating recommendations.
- Communicate and listen effectively and respectfully with individuals from diverse backgrounds and with diverse groups of individuals throughout the university community.
- Exercise independent judgment and prudence in dealing with sensitive, confidential matters and remain non-judgmental.
- Chairperson of the Conversations on Diversity Series Sub-Committee, and member of the University Diversity Committee, and chairperson of the University Diversity Training Committee.

***Manager, Human Resources
Programs and Employment (Administrator II)
California State University, San Bernardino
2000 – 2017***

- Functioned as strategic partner in overseeing various HR programs, including handling employee/labor relations, investigations, collaborating with departments on recruitment and selection, classification, compensation, and performance management.
- Interpreted collective bargaining agreements, state and federal labor/employment laws, and personnel policies and procedures.
- Developed and facilitated training, learning and development workshops, along with diversity, inclusion and equity workshops.
- Functioned as University's Conflict of Interest Compliance Officer.
- Supervised staff.
- Prepared VETS-100 annual report.
- Administered university unemployment program.
- Functioned as Chairperson of the Conversations on Diversity Series Sub-Committee, and member of the University Diversity Committee, HR Training Committee.
- Served as CMS HR PeopleSoft "Subject Matter Expert" for Administer Workforce, and Recruit Workforce modules.
- Utilized NeoGov to service departments on employment and recruitment related requests.
- Performed other duties to meet the goals and mission of the university.

***Manager, Human Resources
(Personnel Management Specialist - Administrator I)
California State University, San Bernardino
1988 – 2000***

- Functioned as employment manager, recruitment manager and classification manager for staff positions at the University.
- Provided management support in performance management, compensation and employee/labor

relations. Interpreted collective bargaining agreements, state and federal labor/employment laws and personnel policies and procedures.

- Developed and facilitated a variety of training and development workshops, awareness programs including sexual harassment, telephone etiquette, customer service, and new employee orientation. Functioned as the University's Conflict of Interest Compliance Officer and Disabled Employee's Program Coordinator.
- Fiscal management.
- Supervised exempt and non-exempt positions.
- Administered employee activity's program; prepared VETS-100 annual report; administered unemployment program.
- Updated Affirmative Action Plan.
- Counseled employees, managers and supervisors.
- Former chairperson for the CSU Southern California Classifiers.
- Functioned as chairperson of the CSUSB Assistive Technology/Assistance Program, chairperson for the Services to Students with Disabilities Advisory Disabilities Awareness Committee and member of the University Diversity Committee, HR Training Committee and University Transportation Committee.
- Served as CMS HR PeopleSoft team member, trainer and "Subject Matter Expert" using Administer Workforce module.

Adjunct Faculty

California State University, San Bernardino

***College of Extended Learning and College of Jack H. Brown Business and Public Administration
1990 - Present***

- Teach undergraduate level students in the areas of Human Resource, Management and Public Administration.
- Develop course syllabi, administer tests, special projects and issue grades.
- Introduce business concepts, policy formulation, strategic management and strategic planning of Human Resources, including employee relations, employment law, recruitment, selection and employment.
- Assist students in learning how to analyze interrelationships of human resources among various units of an organization.
- Assist students in developing skills in presenting oral and written recommendations relating to organizational decision making.
- Assist students in learning how to use various Human Resource Management functions and leadership skills in improving the strategic advantage of an organization.

Adjunct Faculty

Chapman – Brandman University, Riverside and Ontario, California.

1997 - Present

- Teach graduate and undergraduate level students in a blended learning environment using Blackboard in the areas of Human Resources and Organizational Leadership and Development.
- Develop course syllabi, administer tests, special projects and issue grades.

- Introduce business concepts, policy formulation, strategic management and strategic planning of Human Resources, including employee relations, conflict resolution, mediation, investigations, classification, compensation, performance management, benefits, recruitment, selection and employment.
- Assist students in learning how to analyze interrelationships of human resources among various units of an organization.
- Assist students in developing skills in presenting oral and written recommendations relating to organizational decision making.
- Assist students in learning how to use various Human Resource Management functions and leadership development in improving the strategic advantage of an organization.

Personnel Representative

Advanced Digital Systems, Inc., San Diego, California.

1985 - 1988

- Developed and facilitated training and development workshops on various topics including performance management, conflict resolution, customer service, new employee orientation, sexual harassment, and other awareness programs.
- Performed professional generalist work in the areas of recruitment and selection, position classification, employee/labor relations, counseling, unemployment, compensation and salary administration.
- Benefits program administrator, which included group health, life, and long-term disability coverage.
- Worker's compensation administrator.
- Negotiated, implemented and monitored various types of insurance plans.
- Prepared EEO-1 annual reports. Developed, updated and maintained EEO/Affirmative Action Plan.
- Trained and supervised subordinates.
- Managed department budgets.

PROFESSIONAL AFFILIATIONS

- **International Ombuds Association**
- **CSU Systemwide Ombuds Roundtable** (Co-Chair)
- **PIHRA** (Professional in Human Resources Association) Former District 11 Chairperson
- **SHRM** (Society in Human Resources Management)
- **League of Women Voters, San Bernardino** (LWVSB)
- **Highland YMCA** (Former Board Member)
- **Community and School Alliance (CaSA) Foundation** (Former Board Member)