



MURIEL BOWSER
MAYOR

June 21, 2023

The Honorable Phil Mendelson
Chairman
Council of the District of Columbia
John A. Wilson Building
1350 Pennsylvania Avenue, NW, Suite 504
Washington, DC 20004

Dear Chairman Mendelson:

In accordance with section 2 of the Confirmation Act of 1978, effective March 3, 1979 (D.C. Law 2-142; D.C. Official Code § 1-523.01), and pursuant to section 402 of the District of Columbia Comprehensive Merit Personnel Act of 1978 (D.C. Law 2-139; D.C. Official Code § 1-604.02), and Mayor's Order 2007-61, dated February 28, 2007, I am pleased to nominate the following person for appointment:

Mr. Charles Hall, Jr.
Patterson Way
Hanover, MD 21076

as the Director of the District of Columbia Department of Human Resources, to serve in that capacity at the pleasure of the Mayor.

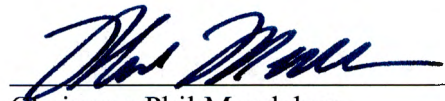
Enclosed you will find biographical information detailing Mr. Hall's experience, together with a proposed resolution to assist the Council during the confirmation process.

I would appreciate the Council's earliest consideration of this nomination for confirmation. Please do not hesitate to contact me, or Steven Walker, Director, Mayor's Office of Talent and Appointments, should the Council require additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Muriel Bowser", written over the word "Sincerely".

Muriel Bowser
Mayor



Chairman Phil Mendelson
at the request of the Mayor

A PROPOSED RESOLUTION

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

To confirm the appointment of Charles Hall, Jr. as Director of the District of Columbia
Department of Human Resources.

RESOLVED, BY COUNCIL OF THE DISTRICT OF COLUMBIA, That this resolution
may be cited as the “Director of the District of Columbia Department of Human Resources
Charles Hall, Jr. Confirmation Resolution of 2023”.

Sec. 2. The Council of the District of Columbia confirms the appointment of:

Mr. Charles Hall, Jr.
Patterson Way
Hanover, MD 21076

as the Director of the District of Columbia Department of Human Resources, pursuant to section
402 of the District of Columbia Comprehensive Merit Personnel Act of 1978, D.C. Law 2-139,
D.C. Official Code § 1-604.02, and Mayor’s Order 2007-61, dated February 28, 2007, to serve at
the pleasure of the Mayor.

Sec. 3. The Council of the District of Columbia shall transmit a copy of this resolution,
upon its adoption, to the nominee and to the Office of the Mayor.

Sec. 4. This resolution shall take effect immediately.

Charles A. Hall, Jr.



Human Resources (HR) Executive

Accomplished executive with a dynamic 10+ year history of progressive responsibility and repeated success.

Results-driven and change-focused HR Executive dedicated to delivering transformative leadership focused on establishing the HR function as a key driver towards the achievement of organization-wide objectives. Committed to remaining at the forefront of industry mastery and proactively investigating opportunities to implement improved systems, better practices, and updated policies. Proven ability to cultivate dynamic teams through hands-on talent development and procure organization-wide cost savings through market research and expert negotiations. Familiar with balancing multiple, simultaneous priorities with varying deadlines, requirements, and objectives while enforcing strict compliance to all SOPs, regulatory guidelines, and industry best practices.

Areas of Expertise

- Transformative HR Leadership
- Project & Program Management
- Morale, Satisfaction, & Retention
- Strategic Planning
- Recruiting Lifecycles
- Process Improvement
- Workforce Development
- Employee Engagement
- Vendor Selection & Relations

Key Qualifications

- Demonstrated capability to drive transformative change across the HR function to ensure all operations align with the core mission and long-term objectives for workforce development across the enterprise.
- Rich experience in the formulation of high-level strategy and cohesive operational roadmaps along with the creation and implementation of various programs and initiatives to engage employees, expand retention, and improve organization-wide morale.
- Repeatedly recognized for proactively identifying actionable solutions, and improved systems to increase efficiency, elevate performance, and maximize capabilities within the HR function.

Career Experience

Baltimore City Community College, Baltimore, MD
Assistant Vice President, Human Resources & Payroll (Feb. 2022 - Present)

2022

Deliver strategic and visionary leadership focused on transforming the HR function into a leading driver towards the core mission and long-term objectives of the function. Own implementation process for a new HR and Payroll ERP system that would increase efficiency and transparency across the institution for 300 faculty and staff. Establish and manage the creation of a Labor Management Committee between Labor leaders and high-ranking management personnel to discuss and resolve employee related issues. Implement a manager training program to build capacity and skillsets of all people managers throughout the institution. Operate as a vital member of the President's Cabinet providing updates and advise concerning all personnel matters, federal and state employment laws, MOU standards and employee handbook requirements.

- Reduced Payroll audit findings by revising the payroll submission process, implementing supervisor payroll trainings, and eliminating duplicative methods in the contractual and adjunct hiring processes.
- Established clear and concise performance evaluation processes which included weekly supervisor/employee check-ins, mid-year reviews, employee supervisor assessment and standardized rubric for all performance evaluations.
- Implemented employee engagement and wellness initiatives to increase employee morale, mitigate attrition and attract highly effective faculty and staff.

Deliver strategic and visionary leadership focused on transforming the HR function into a leading driver towards the core mission and long-term objectives of the function. Spearhead the formulation and delivery of a multitude of health and welfare programs for a diverse 11K+ workforce of multidisciplinary staff members. Own accountability for sourcing options, identifying optimal vendors, negotiating, and securing healthcare plans that maximize employee benefit while procuring cost savings for the organization. Expertly conduct a range of personnel actions including compensation and leave management and orchestrate monthly meetings between district employees and labor union leaders. Establish a skilled and engaged office and call center staff through hands-on control of the recruitment lifecycle including hiring, training, mentorship, and routine performance evaluations. Formulate district-wide compensation philosophy, design awards to recognize high-performance individuals, and investigated solutions to integrate high-level stakeholders into workforce development. Design and host events to acknowledge employee achievement, generate reports on employee retention in relating to benefits, compensation structures, and engagement, and investigate solutions to drive enrollment and transition of employees to retirement through State and City pension plans.

- Cultivated a deep understanding and working knowledge of all union contract provisions, relevant local, state, and Federal law, and SOPs and policies established in the City Schools.
- Informed quality decision making by the Chief Human Capital Officer by delivering key insights relating to the formulation of policy for pre-employment, retirement, compensation, tuition reimbursement, health and welfare programs, employee engagement, and more.
- Initiated engagement programs to recognize key milestones, anniversaries, and birthdays for the entire workforce.
- Maximized engagement capabilities by overhauling and restructuring the Employee Services Team into a dynamic, high-performance Employee Engagement Team fully-equipped to excel within new respective roles.
- Dramatically slashed timing between recommendation to hire and salary offer by 50% by leading the redesign of the hiring process for all segments of the workforce.
- Constructed and administered medical and dental, disability, life and AD&D, unemployment, and worker's compensation, employee assistance programs, pensions, investments and savings.
- Cut call center wait time by 50% by pioneering the selection and implementation of a new HEAT ticket system.
- Increased efficiency and eliminated the utilization of paper materials while acting as a key driver in the creation of a new applicant tracking system and database for personnel records.
- Led planning and implementation of district's COVID response/contact tracing program, ultimately enabling reopening of in-person learning options well before other districts
- Hired and training a contact tracing team that has handled 2,000 positive COVID cases and advised quarantine for another 2,000 individuals, including 800 cases in the first month of full reopening in Fall 2021
- Provided regular training on COVID response to principals, principal supervisors, and other supervisors
- Facilitated contact tracing collaboration with the Baltimore City Health Department
- Operationalized various COVID-related leave options, including processing 500 Emergency Paid Sick Leave requests during the 9-month period of its federal mandate
- Served as co-lead for original in-person work and learning task force

Manager, School Based Staffing (2014 - 2017)

Drove efforts to cultivate and strengthen a high-performance workforce of qualified educators and multidisciplinary staff to support 181 regional schools. Led skilled teams throughout all daily activities and special projects while conducting strategic talent development including training, continued mentorship, and routine performance evaluations. Developed and implemented high-level strategy and operational roadmaps aligned with the core mission and long-term objectives of the institution. Utilized superior project management skills to balance multiple priorities with varying requirements and deadlines in a fast-paced setting. Administered HR and payroll actions across all levels of the workforce. Routinely audited current practices and performance metrics to identify any areas for improvement along with actionable solutions to streamline processes and maximize capabilities.

- Served in a highly-visible role as a representative of the institution while delivering presentations and attending job events.
- Played an instrumental role in the formulation and allocation of a \$1.34B annual budget for all areas of workforce development and staffing.
- Delivered critical insights while functioning as the representative for Office of Human Capital on the 21st Century Building Committee.
- Fostered and strengthened strategic partnerships with CEO and Chief of Staff of City Schools while acting as a high-level advisor on staffing.
- Recommended approvals or denials for new charter school applicants to the Office of New Initiatives.

Human Capital Specialist (2013 - 2014)

Expertly conduct a wide-range of actions across the full recruitment lifecycle including candidate sourcing, pre-screening, interviewing, qualifying, and finally recommending optimal leadership profiles to fill any open positions. Recruited new applicants through networking, internet resources, cold calls, recruiting agency partners, and employee referrals. Identified labor needs and extended offers to candidates that successful fill all requirements and align with the values of the institution. Counseled individuals on matters relating to employee relations and outplacements, distributed notifications on any updates in human capital management across the workforce, and collected and compiled department-specific data to track and review performance.

- Empowered Human Capital Team members with the skills and knowledge to excel in respective roles within employee services by training, continually mentoring, and routinely reviewing individuals.
- Remained current on all open job opportunities, benefits, and programs offered by City Schools in order to quickly address any inquiries posed by potential applicants.
- Established and strengthened working relationships with school officials, parents, and community engagement teams.

Baltimore City Department of Public Works, Baltimore, MD

2012 - 2013

Personnel Generalist II

Served as an instrumental member of a highly-engaged workforce of multidisciplinary HR personnel by conducting a range of administrative actions to support continuity of operations and achievement of core mission. Entered information for job requirements, openings, and deadlines into the City recruiting tool, identified optimal candidates, and orchestrated a master schedule of interviews. Secured panel members and coordinated meetings to interview viable applicants, evaluated candidate scores, and recommended hiring actions to the Director of the Department of Public Works. Authored and extended employment offers and documented vacancies, terminations, Workers Compensation, FMLA, STD/LTD (short/long term disability), and employee relations issues.

- Represented the HR function for the Bureau of Solid Waste at various at Key Risk meetings for Workers Comp cases and leaves of absence.
- Performed termination hearings while ensuring for appropriate course of action according to company policy and regulatory law.
- Informed quality decision making by Bureau Chiefs by delivering key insights on employee relation issues, disciplinary actions, City regulations, and relevant local, State, and Federal law.

Under Armour - Corporate Headquarters, Baltimore, MD

2008 - 2012

HR Administrator

Operated effectively in a fast-paced, high-volume settings while expertly delivering a range of administrative actions to support HR across corporate, warehouse, and office workforces. Owned accountability for collecting and recording crucial information required for employment including I-9 information, official documents, EEO forms, and other relevant information. Facilitated post-offer on-boarding processes for new hires within the warehouse. Prepared documentation for terminations, scheduled exit interviews, and logged information into HRIS systems. Pre-screen applicants, conduct background and drug tests, verified employment and references, and conducted interviews through phone systems. Employed a hands-on approach to training new HR administrators to ensure for a full knowledge of standard processes, regulatory guidelines, and best practices. Administered payroll and 401Ks.

- Spearheaded the formulation and implementation of a comprehensive new hire orientation to ensure corporate personnel across all levels of management were well-equipped to excel within respective roles.
- Acted as a key driver in the execution of the UA Rookie Summer Internship Program by controlling all onboarding and data entry functions.
- Served in a highly-visible role as a primary point of contact for any employee relations issues or concerns.
- Acted as a SME in ATS implementation and onboarding processes.

Education

Asana Project Management Certificate

American University, Washington, D.C.

Master of Human Resource Management

Claremont University, Claremont, CA

Notable courses:

- *Leading Organizational Development & Change*
- *Training & Developing an Effective Workforce*
- *Acquiring, Planning & Retaining Human Capital*

Bachelor of Science in History

St. Mary's College of Maryland, St. Mary's City, MD

Professional Affiliations

Board of Trustees, Baltimore City Employees Retirement Savings Plan

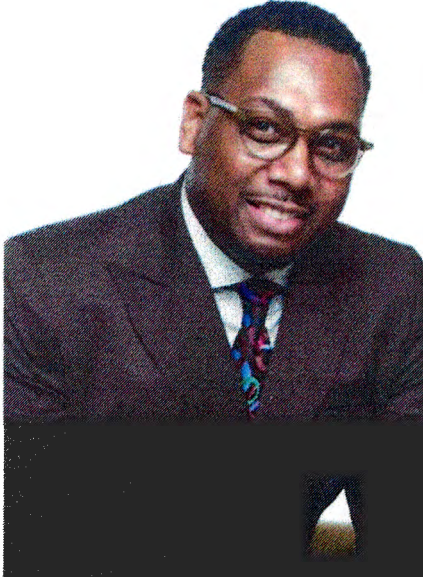
Fall 2019 Cohort – Emerging Human Capital Leaders Initiative: Education Pioneers



Executive Office of the Mayor - Office of Talent and Appointments
John A. Wilson Building | 1350 Pennsylvania Avenue, Suite 600 | Washington, DC 20004

Charles Hall, Jr.

Charles Hall, Jr. is the Acting Director of the DC Department of Human Resources (DCHR).



Director Charles Hall, Jr. is a career long human resources professional, with over 15 years of progressive responsibility and leadership and focus on a vision-driven approach to decision making, strategic planning, and tactical implementation to establish the HR function as a key driver towards the achievement of organization-wide objectives. Prior to his appointment at DCHR, Director Hall served as Assistant Vice President of Human Resources and Payroll at joined Baltimore City Community College, a cabinet-level role for with oversight of personnel matters, federal and state employment laws, and employee relations, including labor management.

In 2008, Director Hall began his human resources career as HR Administrator at Under Armour in Baltimore, MD, where gained knowledge and experience of the HR lifecycle, from recruitment, onboarding, offboarding and data management in an HRIS system. From 2012-2013, he served as Personnel Generalist in the Baltimore City Department of Public Works, conducting a range of administrative actions to support continuity of operations and achievement of core mission. From 2013 to 2022, Director Hall honed his HR experience and leadership at Baltimore City Schools, holding several leadership roles, including as Human Capital Specialist, Manager of School Based Staffing, and Director of Employee Engagement.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the General Counsel to the Mayor

To: Tommy Wells, Steve Walker
From: Betsy Cavendish
Date: June 7, 2023
Subject: Legal sufficiency review of Resolution nominating Charles Hall, Jr. as Director of the District of Columbia Department of Human Resources

This is to Certify that this office has reviewed the above-referenced resolution and found it to be legally unobjectionable. If you have any questions in this regard, please do not hesitate to call Vanessa Careiro, Deputy General Counsel, Executive Office of the Mayor, at 202-724-1303, or me at 202-724-7681.

A handwritten signature in black ink that reads 'Elizabeth A. Cavendish'.

Elizabeth A. (Betsy) Cavendish