

## SCOTT WAUFORD

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### HUMAN RESOURCES / OPERATIONS MANAGEMENT

Versatile HR professional with 20+ years' experience leading a full spectrum of HR functions, services, and programs for diverse workforces across multi-unit and multi-state locations. Recognized for identifying inefficiencies in processes and building programs with solutions that advocate for both the employee and the bottom-line. A champion for change, focused on aligning the human capital strategy with business objectives, creating value for both internal and external stakeholders.

### SKILLS & EXPERTISE

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Compensation/Benefit Administration • Succession Planning • Employee Relations  
Multi-unit/Multi-state HR Management • Full Lifecycle Recruiting • Payroll  
Project Management • Employee Engagement • ISO Compliance • OSHA Training

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### PROFESSIONAL EXPERIENCE

#### Avoca, Inc. Merry Hill, NC • 2013 – 2015

*Avoca, Inc., the largest division of Pharmachem Laboratories, is the world's premier botanical extraction company - a custom developer and manufacturer of extraction products and services, operating under food grade GMPs. Avoca blends, extracts, concentrates, crystallizes, purifies and isolates unique products for customers, based upon their specifications.*

#### Director of Human Resources

- Consulted with C-suite and directors on all "people initiatives" including wage analysis, turnover, workforce planning, performance management, etc. (three locations)
- Spearheaded all HR-related issues for company merger (tax ids, benefits platforms, etc.)
- Led the review, development, and alignment of health and welfare programs to meet operational needs, negotiating all contracts and **identifying \$300,000 cost savings in health benefits. Redesign of sick leave policy resulted in additional \$50,000 savings.**
- Coached/trained leaders on such topics as performance reviews, hiring/interviewing techniques, Title VII, sexual harassment, etc. to ensure consistency and compliance where applicable.
- Provided compensation guidance on salary actions, promotions, incentive compensation and job re-leveling.
- Subject Matter Expert on COBRA, ADA, FLSA, FMLA, EEOC and other federal and state laws covering discrimination and equal employment.
- Adjudicated all employee relations issues fairly, resulting in zero turnover of non-probationary employees.
- Managed all functions in the employment lifecycle, including pre-employment testing, onboarding and I-9 management. Created job descriptions and additional HR policies needed for federal/state compliance.
- Administered all employee benefit programs including payroll, 401k, medical, dental, STD, LTD, COBRA, workman's compensation, unemployment claims.

#### Workforce Initiatives, LLC • 2011 to 2013

*Boutique firm which specialized in developing training materials used in benefit call centers to provide support on various benefit plans. Primary clients had workforces exceeding 20,000 employees.*

#### Co-owner/Director of Operations and Finance

- Reviewed, analyzed and interpreted contractual long-term financial obligations of company.
- Performed all Treasury functions, including controlling cash disbursements and monitoring cash flow.
- Responsible for all collection initiatives involving delinquent accounts. **Achieved 100% collection for all accounts.**
- Partnered in the review of materials prior to submission to ensure quality, consistency, understanding, and ease of use for our clients.

### **TOTO USA, INC., Morrow, Georgia • 2007 to 2011**

*TOTO USA is headquarters for the Americas Division of the TOTO Global Group in Kitakyushu, Japan. TOTO is the world's largest manufacturer of bathroom fixtures and fittings with \$5.1 billion dollars in annual sales.*

#### **HR/Operations Manager (Recruiting/Training/Janitorial and Security Services)**

- Influenced the C-suite and directors on human capital strategy as a key member of the executive team.
- Improved the HR/Recruiting functions for the entire Western Hemisphere, across multiple facilities including the corporate office, showrooms (5), manufacturing facilities (2), distribution centers (2), and a design office.
- Partnered with directors and managers to improve succession planning and drive retention. **Improved talent assessment and quality of hire, reducing turnover in exempt-level positions: from 30% to below 1%.**
- Analyzed labor markets and built effective wage studies, supporting the redesign of compensation plans.
- **Slashed costs in all vendor service contracts by 10% through negotiating pricing and fees, while ensuring the continuation and enhancements of services.**
- Project leader on cross-functional team responsible for implementing the electronic training/document control system to meet ISO 9001 and ISO 14001 compliance standards. **Achieved full implementation in fewer than 45 days.**
- Rewrote and redesigned outdated employee handbooks for all exempt and non-exempt populations, as well as updating and writing job descriptions for over 200 positions, most of which did not previously exist.
- Championed culture change and partnered with leaders on change initiatives.
- Handled all employee relations challenges through discovery, investigations and performance management.
- Contributed to leadership development via a customized monthly communication tool for managers and executives.

### **RANDSTAD USA, INC., Atlanta, GA • 1998 – 2006**

*Randstad US is a wholly owned subsidiary of Randstad Holding nv, a \$22.9 billion global provider of HR services. As the third largest staffing organization in the United States, Randstad provides temporary, temporary-to-hire and permanent placement services.*

#### **Senior Manager, Large Accounts - Southern Middle Tennessee**

- Provided HR generalist support and full life cycle recruiting efforts to multiple accounts across multiple industries including call centers, manufacturing (including automobile, Tier 1 & Tier 2 suppliers), and distribution centers, in both union and non-union environments.
- **Hired and managed the contingent workforce (300 employees) for a Tier 1 start –up client; thus, meeting and exceeding the ramp –up needed for tight production schedules.**
- Collaborated with all levels of management on workforce planning forecasts/challenges.
- **Developed screening system for improved candidate selection which was rolled out across the organization.**
- Supported all employee relation issues through discovery, investigations, and client collaboration for resolution, delivered performance management as needed and handled terminations as appropriate.
- Handled all aspects of payroll, unemployment, worker's compensation, ensured I-9 and WOTC compliance.
- Responsible for all collection initiatives. **Achieved a 99.999% collection rate.**
- Conducted worksite evaluations on all sites prior to employee placement.
- Ensured OSHA compliance through delivery of safety training to all new hires.

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## **EDUCATION**

### ***Bachelor of Business Administration***

Middle Tennessee State University

### ***Associate of Science***

Columbia State Community College