

TERRI ANN KRONZER

EDUCATION

William Mitchell, College of Law, Juris Doctor, May 1992

Activities: Minnesota Justice Foundation
Client Counseling Competition
Negotiations Competition

University of Minnesota, Duluth, Bachelor of Applied Arts, Spring 1988

Major: Teaching English
Minor: Teaching Communication
Honors: Deans' List 1988-89

ADDITIONAL COURSE WORK

University of Wisconsin-Milwaukee, Department of Business and Management-
Dealing with the Union,
Federal Mediation and Conciliation Service – Mediation Training,
University of Minnesota, Carlson School of Management-Public Human Resource
Certificate Program,
Minnesota State Bar Association – Employment Law Institute,
American Association of School Personnel Administrators – Personnel Academy,
The National Employment Law Institute -Affirmative Action Basics and Briefing,
ADA Compliance, Affirmative Action Recruitment, Grievance Procedures, Train the
Trainer, Undoing Racism, School Law Conferences,

WORK EXPERIENCE

**Associate Professor, University of Wisconsin-Superior, Educational
Administration Program, 2004-present**

**Assistant Professor, University of Wisconsin-Superior, Educational
Administration Program, 2001- 2004**

- Teach graduate coursework in Educational Administration. Knowledge base responsibility includes Educational Law, Advance Personal Leadership, Supervision of Instruction, and Politics in Education, School and Community Relations, Labor Relations, School Human Resources, Conflict Resolution

- Teach distance education via regional outreach, ITV and the internet
- Chairperson of the Graduate Council for graduate education
- Provide a leadership role by serving on the Faculty Task Force on the Public Liberal Arts Mission
- Perform supervision of administrative interns in regional public schools
- Chair and serve on graduate students theses committees
- Ad hoc member of the Faculty Senate Executive Committee
- Director of EDAD Field Experiences (2002-present)

Associate Dean of Graduate Studies, University Of Wisconsin, Superior 2009-2013

Managed the administrative and academic function of the Graduate Office. Worked collaboratively with the Graduate Council to administer admissions and operations and was instrumental in cultivating progressive academic and administrative policies related to graduate education. Fostered collaborative relationships with all faculty, administrators and off-campus stakeholders serving and served by the graduate programs.

Chair, Educational Leadership Department, University of Wisconsin Superior 2010-2014

Responsible for managing the operation of the department which included Teacher Education, Educational Administration, Guidance and Counseling. Facilitated the long-range development of the department within the context of the university vision, mission and goals. Oversaw the progress toward achieving teaching, research and service goals as set out in the department's plan.

Institutional Certification Officer 2009-present

Verifies program completion for licensure in Teacher Education, Educational Administration and School Counseling.

Interim Director of Human Resources and Affirmative Action Officer, University of Wisconsin, Superior 2004-2007

- Responsible for providing strategic and administrative leadership and oversight of the human resource function for the University
- Responsible for compliance with Federal, State and UW system policies, procedures and statutory requirements relating to human resource issues for faculty, academic staff and classified staff
- Oversaw search and screen process to ensure recruiting, hiring and retaining of faculty and staff was carried out in compliance with EEO and AA policies
- Advised and assisted department supervisors on personnel matters, performance evaluation process, recruitment process and institution rules and policies
- Investigated and facilitated resolution of informal and formal complaints of harassment and discrimination from students, faculty and staff.
- Conducted needs assessment, developed training curriculum and conducted training sessions on various HR topics

- Analyzed collective bargaining agreements and developed interpretations of intent and terms of contract to counsel management in the development and application of labor relations, policies and practices
- Oversaw and administered the University's compensation and payroll functions, pay plan implementation, staff titling and classification structures, leave accounting, benefit counseling and administration, directed annual open enrollment processes, Worker's Compensation Program and unemployment compensation
- Served in grievance hearings as required by contract
- Managed processing of all necessary immigration work required for international faculty
- Managed Employee Assistance program

Director of Human Resources, Duluth Public Schools, 1997 to 2001

- Provided leadership and coordination of District-wide Human Resource functions for 2500 employees
- Identified and projected staffing needs
- Coordinated an active program of recruitment and selection to fill all staffing needs with special emphasis on attracting minority candidates
- Provided coordination for contract negotiation with ten employee bargaining units
- Served as chief negotiator for the School Board
- Implemented, administered, and interprets all employee contracts and terms and conditions of employment
- Developed and implemented an effective employee orientation for all new employees
- Served as compliance officer for all anti-discrimination, legislation, rules, regulations and policies, including the prohibition of any form of sexual harassment
- Coordinated the substitute teacher program
- Coordinated the process of license renewal of certified personnel
- Maintained all personnel records and insures compliance with data privacy requirements
- Administered all employee benefits including health benefits
- Administered District's workers' compensation program
- Coordinated a process for review and revision of School Board policies
- Coordinated non-certified District-wide staff development efforts
- Coordinated cultural diversity efforts
- Developed, implemented and coordinated a program of evaluation for all employees
- Responsible for all compensation management of school district personnel
- District's Title VII compliance officer
- Developed and managed the Human Resource budget
- Worked with a wide variety of committees and task forces

Labor Relations Administrator, Duluth Public Schools, 1995-1997

- Administered collective bargaining agreements
- Heard all final level grievances and settled when appropriate
- Developed and supervised the maintenance of employee evaluations, personnel files, seniority lists
- Developed district proposals for negotiation purposes
- Worked with Superintendent and School Board in developing strategy for collective bargaining
- Counseled with principals, supervisors, and employees to resolve sensitive personnel matters
- Recommended and administered employee discipline when appropriate
- Investigated all employee reports of sexual harassment
- Supervised all input into district payroll-human resource database program

Supervisor of Certified Employment, Duluth Public Schools and Duluth Technical College, 1993-1995

- Planned, coordinated, and supervised the personnel activities involved with the employment of certified employment for Duluth Public Schools and Duluth Technical College
 - Recruitment, screening, and interview process
 - Monitored of EEO hiring procedures
 - Negotiated salary placement
- Administered the collective bargaining agreement
 - Audit lane changes
 - Severance and longevity
 - Professional development and relicensure
 - Licensure requirements
- Planned, coordinated, and supervised a \$300,000 payroll-human resource computer program conversion
- Developed, provided training, and monitored District's harassment policy

Assistant Director of Personnel and Interim Affirmative Action Officer, University of Minnesota –Duluth, 1992-1993

- Designed and implemented training and development programs
- Investigated discrimination complaints and developed reports, recommended discipline
- Assisted in managing employee relation activities
- Coordinated Americans With Disabilities Act self-evaluation and provided consultation to management
- Implemented a sexual harassment program including training for management, staff, and students
- Facilitated Personnel/Affirmative Action projects as assigned

- Composed and coordinated Total Quality Management for the Department of Personnel

Law Clerk, Minnesota Power, 1990-1992

- Researched current laws, planned agenda, and coordinated informational meetings for various departments
- Composed summaries of all complex finance agreements and guarantees, draft pleadings, title searches
- Researched and wrote legal memoranda
- General clerk duties

Intern, Minnesota Attorney General, 1990

- Telecommunication and Energy Division; helped draft brief to Minnesota Public Utilities Commission; attended hearings before the Commission
- General law clerk duties

PRESENTATIONS

- WITC “Legal Aspects of Advising”
- WASBO Foundation Spring Conference “Hidden Costs of Negotiations”
- “Handling Complaints of Student to Student Sexual Harassment “ presented at the Minnesota Bar Association School Law Seminar,
- “Documenting Unsatisfactory Employee Performance”: presented at Lake Superior College for statewide school administrators,
- Numerous presentations to supervisors and employees

MEMBERSHIPS (Current and Previous)

- Society For Human Resource Management
- Minnesota Association of School Administrators
- American Association of School Personnel Administrators
- North American Association of Educational Negotiators
- Duluth Chamber of Commerce
- Lake Superior Area Labor-Management Association, Board of Directors