

KATHERINE FRY

SHRM-SCP

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PROFILE SUMMARY

As a Human Resources executive for 29 years, Katherine has served in the public and private sectors, worked within a variety of industries and supported individuals and organizations across state lines and around the globe. Katherine possesses expertise in all facets of the human resources profession; coaching, employment law, policy development, employee relations, on-boarding, recruitment, compensation, wellness, conflict resolution, career advancement and organizational development.

CERTIFICATIONS

Certified Coach *HCI 2022*
Mental Health First Aid Certification *2019*
Mediation Certification *Employers Council 2016*
HR Metrics and Workforce Analytics Certification *SHRM 2013*
Senior Professional in Human Resources *Certification SHRM 2011*
Roaring Fork Leadership *Class of 2008*
Effective Interviewing Skills II *Employers Council 2008*
Facilitation Certification *Leadership Strategies 2006*
Project Management Certification *PSMJ 2005*
Professional in Human Resources Certification *SHRM 2001*

PROFESSIONAL EXPERIENCE

[Refresh App](#) *March 2022- Present*

- Developing, designing and refining a coaching and learning app for HR professionals.
- Offering 120+ pre-recorded SHRM and HRCI accredited *HR Empower Hour* workshops. Rooted in neuroscience, each workshop is providing HR professionals the knowledge and inspiration to ditch archaic HR practices by replacing them with proven coaching techniques and HR approaches that deliver results.
- A no-fluff platform with a get-down-to-it approach, the Refresh App is empowering HR professionals through an additional 100+ self-guided coaching tools that lead to self-determined positive habit change and ultimately, life-changing transformation.
- Boasts several types of memberships, self-directed coaching options, and challenges.
- Available in Google Play and App Store.

[Marble Peak Consulting](#) *March 2022- Present*

- A limited liability corporation offering an array of professional services including speaking engagements, workshops, fractional HR, coaching, mediation, facilitation and human resources consulting services.

Human Resources Director February 2017– July 2022

Town of Snowmass Village

- Served as the municipality's first human resources professional after 40 years of incorporation.
- Provided guidance, coaching, training and direction for 10 department directors and 180 employees.
- Ensured compliance with all aspects of federal and state laws; EEO4, COVID, EPEW, FMLI, FMLA, ADA, Workers Compensation, etc.
- Audited and refined the total benefits package.
- Overhauled an Employee Handbook through consensus building.
- Facilitated the organization's Employee Committee. Advised Town Council when necessary.
- Conducted internal equity and oversaw compensation market analyses.
- Single-handedly completed the day-to-day operations. Developed rapport and facilitated trust inter and intra-departmentally.
- Revamped the organization's performance management system.
- Selected and implemented an applicant tracking and on-boarding system to streamline and automate the new hire paperwork process.
- Developed the organization's wellness program. Engineered new employee recognition programs.
- Negotiated two new EAP contracts and partnered with two local mental health providers to increase mental health awareness and best practices.
- Led the Town's Diversity, Equity and Inclusion initiative.
- Facilitated and often led monthly training and development opportunities; supervisory skills, conflict resolution, harassment, active shooter, workplace violence, customer service, social media, etc.
- Designed and directed recruitment best practices, succession plans and annual promotion protocols.
- Successfully coached and off-boarded dissatisfied and under-performing employees without litigation.

Human Resources Director November 2008– January 2017

Design Workshop, Inc.

- Served as the head of Human Resources for an award winning, international design and planning firm comprised of eight offices in the United States and two abroad.
- Led the annual strategic planning process.
- Created the annual HR budget. Analyzed HR metrics and turnover statistics.
- Provided HR guidance during monthly Board of Directors meetings.
- Instituted a progressive performance management system; instituted quarterly check-ins.
- Orchestrated monthly and quarterly orientation programs.
- Served as the benefits administrator. Negotiated the annual benefits renewal.
- Led the compensation committee. Determined salary increases, bonuses and salary supplements.
- Completed extensive salary survey research and developed salary ranges for all positions.
- Complied with FLSA regulations.
- Revised and updated the employee manual and role descriptions.
- Directed the annual promotions program.
- Developed short-term and long-term hiring strategies for each office location. Led a centralized recruitment process for all positions.
- Designed and implemented internal mentor and recognition programs.
- Conducted 60-day check-ins, conflict resolution meetings, mediation sessions and exit interviews.
- Trained operations managers and office directors for all office locations.
- Promoted various firm-wide programs requiring financial assistance and approval from the Board of Directors. Programs included housing, graduate school and alternative transportation.
- Created annual Affirmative Action Plan and took corrective action, as needed.
- Complied with OSHA, EEO1 and Vets 100 annual reporting requirements.
- Coordinated extensive learning and professional development programs for licensed landscape architects and planning professionals; LEED, LARE, AICP, CDT, etc.
- Created office closure, lay off and reduction-in-force best practices. Successfully right sized the firm during the recession without any legal ramifications.

Human Resources Specialist November 2004–November 2008

Design Workshop, Inc.

- Facilitated the Dr. Charles Fountain Internship; a program for under-represented minorities.
- Orchestrated hiring efforts for all office locations; maintained hiring plans for each office.
- Trained hiring managers on recruiting, interviewing and hiring processes.
- Managed firm-wide internal and external learning functions.
- Conducted a needs analysis, selected vendors, negotiated contracts, coordinated logistics and orchestrated post-training surveys.
- Completed firm's first Affirmative Action Plan and maintained annual compliance thereafter.
- Trained Human Resources Assistant.
- Maintained the firm's HR webpages and implemented a new applicant tracking system.
- Managed the annual Summer Internship program that attracted over 300 applicants for 16 positions.
- Managed the International Internship program and coordinated H1-8, TN and E-3 visa applications.
- Coordinated recruitment efforts at 160 national and international universities.
- Assisted with benefit administration.

Guest Services Director June 2004–November 2004

The Aspen Club & Spa

- Served as the first point-of-contact for 1,400 members of a private wellness facility.
- Oversaw reservations and point of sale for Spa Aspen.
- Developed process improvement plans for training, hiring and communications for a staff of 14 guest services employees.
- Developed new customer service standards and guidelines to increase customer and member satisfaction scores.

Human Resources Director June 1998–June 2004

The Aspen Club & Spa

- Served 140 employees. Coached and counseled staff. Supervised Human Resources Coordinator.
- Oversaw all facets of worker's compensation.
- Trained staff on safety, including OSHA regulation and compliance. Managed claims.
- Provided various training programs for the management team including supervisory skills, effective interviewing techniques and sexual harassment.
- Provided guidance to management concerning organizational structure, human resources needs, and disciplinary procedures.
- Ensured compliance with state and federal laws. Developed and administered personnel policies.
- Conducted monthly new hire orientation program, periodic customer service and management training programs.
- Recruited applicants and coordinated placement; conducted interviews.
- Administered compensation system, negotiated compensation packages.
- Administered employee benefits; health, dental and life insurance, flexible spending plan, ski passes.
- Negotiated health insurance annually.
- Performed manager-on-duty shifts; assisted with daily operations of each department.
- Negotiated and successfully settled a sexual harassment claim and wage dispute.
- Created multiple effective communication tools, increasing inter-departmental communication.
- Developed and instituted employee recognition programs.

Human Resources Coordinator November 1997– June 1998

The Aspen Club & Spa

- Executed mass hiring for grand opening.
- Assisted with employee relations and personnel policy issues.
- Screened and interviewed applicants.
- Entered additions and changes in human resources information system.