

NEWS RELEASE

FOR IMMEDIATE RELEASE

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New Director of Human Resources Selected

SUFFOLK, Va. (October 9, 2008) City Manager Selena Cuffee-Glenn announced today the selection of Ronnie E. Charles as the Director of Human Resources for the City of Suffolk, effective November 17, 2008.

Mr. Charles' career in Human Resources has spanned more than 20 years and his extensive experience includes human resources strategy, information systems, management consulting, and strategic planning.

Since 2004, he has been the Chief Administrative and Operating Officer (CAO) for the District of Columbia, Child and Family Services Agency in Washington, D.C. In this position he has provided policy analysis to the executive team and to the Executive Office of the Mayor. As the CAO, he oversees several functions including Human Resources and Labor Relations, Contracts and Procurement, Facilities and Fleet Management, Security and Risk Management, Information Systems, and the Business Services Divisions. He has served as the key liaison with the United States Congress, the Federal Government, the District of Columbia City Council, and the Executive Mayor's Office.

Of his accomplishments as the CAO, Mr. Charles established labor/management partnerships to cultivate a positive performance culture. This improved internal communication and reduced grievances and disputes by 50% in a one-year period. As a result of designing and integrating agency Federal Medicaid and Title IVE revenue maximization activities into a consolidated Business Service Division, a yield of over \$70 million annually to the State budget was achieved.

Prior to his promotion to CAO, Mr. Charles was the Director of Human Resources and Labor Relations with the Agency. In this position he partnered with and provided consultative services to all levels of staff. He managed the Human Resources function to ensure the delivery of outstanding internal and external customer service in areas of recruitment and retention, talent management, classification and compensation, health and safety, employee and labor relations, employee benefits program, performance management, leadership development,

training and performance improvement, and Human Resources Information Systems (HRIS).

Some of his accomplishments in this position include that he successfully designed and built the Best Practices start up Human Resources Function to include innovative compensation, performance management, and succession planning programs. During his leadership tenure, the Agency realized a 32% turnover rate reduction to 4%. In addition, he established a comprehensive Executive 360 degree feedback program to enhance management and leadership performance and implemented a pay-for-performance program that increased employee productivity by 30%.

From 1993 until 2003, Mr. Charles was employed as a member of the executive management team for the Commonwealth of Virginia's Central Department of Human Resources Management. As the Office of Human Resources and Organizational Development Director, he was responsible for directing strategic statewide programs for the 140,000 member workforce. He managed the Virginia Executive Talent Bank and the Career Assessment and Transition Center.

As the Senior Human Resources Director, Mr. Charles was responsible for the functional development and implementation of HR information systems solutions to enhance and support business strategies. In addition, he supervised the development of "E-HR" web-based applications. Designing and implementing Virginia's first integrated Workforce Planning Program streamlined and improved state budgeting and human capital planning processes. Mr. Charles successfully worked with the Virginia General Assembly to transform the classification and compensation system into a more strategic Broad Banding Classification environment enhancing management flexibility in employee rewards and recognition programs.

Mr. Charles is a veteran of the United States Army, serving on active duty from 1979 until 1986. He received his Bachelor of Science degree in Organizational Management from Saint Paul's College in Lawrenceville, VA. He is a Master of Science candidate at the University of Phoenix where he is matriculating in Human Resources Management. He is accredited by the Society for Human Resources Management/Certification Institute and the International Public Management Association/Human Resources. He is a graduate of the Virginia Executive Institute and of the John E. Anderson Graduate School of Management's Executive program in Human Resources Management at the University of California, Los Angeles.

He has received numerous awards and commendations for his active duty military service and has received the Virginia Department of Personnel and Training's Leadership Award. Of his professional affiliations, Mr. Charles has taught as an adjunct professor at Mary Washington University in Fredericksburg and at Prince Georges' County Community College in Northern Virginia.

Mr. Charles describes himself as a practical and results-oriented professional with a track record of achieving organizational objectives. "Mr. Charles has a wealth of human resources experience that will compliment our management team and the Human Resources Department. Our employees will benefit from what Ronnie has to offer from his professional experience and his vision..." said City Manager Cuffee-Glenn.

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