Christopher S. Smith, MBA, SPHR, SHRM-SCP

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Professional Summary

Experienced professional with a breadth of skills and knowledge in strategic human resources, employee & labor relations, business & organizational management, regulatory compliance, banking & finance, pubic higher education, and risk management.

Overview of Skills

- Strategic HR Management
- Employee Relations & Engagement
- Labor Relations
- Collective Bargaining
- Legal/Regulatory Compliance
- Conflict Management & Resolution
- Coaching, Training, and Development
- Project Management
- Risk Management
- Continuous Improvement
- Executive Leadership
- Nonprofit Management

Professional Experience

C.S. Smith & Company, LLC **March 2023-Present**

Chief Executive Officer, Principal Consultant & Investigator *Tucson, AZ*

- *Provide consulting services to clients in a broad array of strategic management, compliance, and human resources functions.*
- *Oversee all operational and financial activities of the organization.*
- *Maintain connections and networks to develop business relationships.*

Community Food Bank of Southern Arizona **October 2021-March 2023**

Director of People & Culture/ Interim Chief People & Culture Officer *Tucson, AZ*

- *Oversee full People & Culture/Human Resources Department and functions*
- *Emphasis on policy & procedure, labor practices, compensation, and equity*
- *Redesigned Benefits Plans to enhance coverage and reduce costs*
- *Sourced and Implemented a new, robust HRIS*
- *Directly manage a team of HR Professionals including an HR Manager and Generalists*

Cascadia Behavioral Healthcare, Inc. **December 2019-October 2021**

Director of Employee & Labor Relations *Portland, OR*

- Manage Employee & Labor Relations functions and staff for a large healthcare non-profit organization.
- Perform and oversee employee investigations, corrective actions, and resolutions.
- Manage third party complaints, including grievances, OSHA, EEOC, and local regulatory agencies.
- Oversee unemployment insurance policy and claims.
- Negotiate new Collective Bargaining Agreements and memoranda of agreement.
- Administer Collective Bargaining Agreements and chair the Labor Management Committee.
- Oversee policy and subordinate staff with responsibility for Worker's Compensation, workplace safety, protected leaves (FMLA/OFLA), ADA, HR operations, compliance, and business partner relationships.

Clackamas Community College **September 2016-December 2019**

Adjunct Instructor, Business & Computer Sciences Department Oregon City, OR

- BA-208, Employee & Labor Relations
- BA-254, Basic Compensation & Benefits
- WR-227, Technical Writing

Human Resources Compliance Specialist (HR Manager) *Oregon City, OR*

- Advise and consult executives, and supervisory staff on human resources topics and practices.
- Manage Human Resources Compliance Functions, including workplace investigations, policy review, employee/labor relations, collective bargaining, and consultation/training to all staff.
- Administer Collective Bargaining Agreements for 3 contracts in the public sector.
- Manage Worker's Compensation and workplace safety initiatives.

- Serve as a member of the College's Safety Committee.
- Serve on the College Diversity, Equity, & Inclusion Committee for Human Resources (DEI-HR).
- Serve as Deputy Title IX Coordinator and Chief Investigator for the college.
- Program Administrator for ADA/ADAA, FMLA/OFLA, Title VII, Title VI.

U.S. Bank **February 2011-September 2016**

Risk, Audit, and Compliance Consultant 4 *Portland, OR*

- Manage regulatory change management functions, oversight, and projects (domestic & international).
- Advise and consult all levels, including executive leadership, on regulatory compliance issues.
- Manage complex projects to enhance compliance, mitigate risks, and increase operational efficiency.
- Provide training to all levels of staff on regulatory compliance (including employment law).

Customer Service Manager 2

- Manage a team of telephone bankers to sales, service, and compliance, including audits.
- Manage Human Resources functions for direct reports, including investigations of misconduct (20+ FTE).
- Consult on recruiting and HR actions and documentation for the department (300+ employees).
- Manage budget for a cost center including labor hours and expense management.

Community Service

Tucson Flute Club **September 2022-Present**

President **September 2008-February 2011**

Greater Portland Flute Society **September 2015-October 2021**

President

National Flute Association **September 2017-Current**

Human Resources and Finance Advisor

Civic Orchestra of Tucson **May 2024-Current**

Secretary

Southern Arizona LGBTQ+ Alliance Fund **March 2025-Current**

Advisory Board Member

Education & Certifications

Master of Business Administration **Pacific University Oregon**

3.646 GPA *Graduated*

Bachelor of Arts: Business Administration **Portland State University**

Human Resources Management, 3.26 GPA *Graduated*

Senior Professional in Human Resources (SPHR) **HR Certification Institute**

Senior Certified Human Resources Professional (SHRM-SCP) **Society for Human Resources Management**

Licensed Private Investigator **Arizona Department of Public Safety**

Qualifying Party, #1774107, Investigator #1774108