

OFFICE OF HUMAN RESOURCES MANAGEMENT

New Operating Model – August 2025

Chief Human Capital Officer
Travis Hoadley

CUSTOMER EXPERIENCE

Customer/Executive Engagement
Organizational Performance
Communications and Taskings
Workforce Analytics and Reports
Business Operations

Director
Crystal Taylor

TALENT PROGRAMS

Learning and Development
Wellness and Engagement
Strategic Workforce Planning
Recruitment/Retention Initiatives
Accountability and Evaluation

**Director /
Chief Learning Officer**
Sean McAlister

**Accountability
Program Manager**
Christina Serrano

**Wellness
Program Manager**
Stewart Merritts

TALENT POLICY

Statutory/Regulatory Compliance
Administrative Orders/Bulletins
Guidance for Bureaus
Workforce Flexibilities
Reorganizations

Director
Andrew Green

**Pay and Performance
Program Manager**
David Logan

**Labor Relations
Program Manager**
Kelly Spence

**Benefits
Program Manager**
Seannetta Carraway

TALENT ACQUISITION

Position Management
Position Classification
Recruitment Strategy
Assessment and Hiring
Onboarding

Director
Sandra Thompson

TALENT SUPPORT

Workforce Relations
Personnel Action Requests
Payroll
Benefits
Retirement

Director
Valerie Smith

**Workforce Relations
Program Manager**
Tomeji Hawthorne

SENIOR TALENT

Political Appointees
Senior Executive Service (SES)
Senior Professional (SL/ST)
Experts and Consultants
Special Government Employees

Director
James Triem