

SHANNON L. COFFIL

PROFESSIONAL EXPERIENCE

Albany County

Deputy Commissioner of Human Resources

January 2025 – Present

Manage all facets of human resource management and workforce strategy, including strategic planning, personnel administration, and policy implementation. Manages departmental budgeting and expenditures while directing employee benefit, compensation, and protection programs. Ensure compliance with labor laws, collective bargaining agreements, and organizational policies. Partner with executive leadership and department heads to address workforce and organizational issues. Supervise technical and administrative staff, maintain comprehensive HR records, and organized employee engagement initiatives to support a positive workplace culture. Manage the Human Resource department's budget, staffing, and administrative functions to ensure efficient and equitable operations that support the organization's mission and strategic objectives.

Albany County

Director of Personnel Services

March 2024 – January 2025

Oversaw and coordinated daily operations of multiple Human Resources divisions, including employee benefits, payroll, training and development, occupational safety, and workers' compensation. Administered and enforced County-wide HR policies and procedures covering employee conduct, attendance and leave, and benefits eligibility. Advised department leadership on personnel management, employment law, and labor relations. Directed and supervised professional HR staff and oversee personnel support offices. Participate in collective bargaining, conduct policy research, and represented the County at administrative and grievance hearings. Acted as delegate for the Commissioner of Human Resources in all areas of personnel administration.

ShopRite Supermarkets, Inc.

Director of Labor Relations

September 2022 – March 2024

Established and maintained satisfactory labor management relations by developing and implementing solutions to employee and customer concerns. Prioritized and engaged in the successful development of union and non-union employees. Administered employee grievance procedures, conducted investigations and maintained full compliance with employment laws and regulations. Interpreted collective bargaining agreements and monitored implementation of policies and procedures related to wages, scheduling, and working conditions to ensure compliance with labor contract terms. Provided leadership and management training for managers and supervisors. Promoted a healthy work-life balance throughout the company.

ShopRite Supermarkets, Inc.

Human Resource Specialist

May 2011 - September 2022

Maximized team knowledge and productivity with effective training and monitoring of employees to ensure regulatory protocols and best practices were being followed. Trained managers to successfully develop their employees, address areas of opportunity and implement disciplinary measures, when

necessary. Responsible for addressing human resource issues and concerns for all union and non-union employees in ten locations. Reviewed policies and procedures and made recommendations for necessary changes that enhanced the work environment. Assisted managers with their annual performance appraisals for all employees. Acted as the liaison between management and employees to alleviate issues, interpret compensation and benefit policies, and deliver conflict resolution. Successfully negotiated union contracts. Created and implemented an Associate Development Plan that focused on leadership, technical, and business development for employee succession planning.

ShopRite Supermarkets, Inc.
Shopper Advocate

January 2010 - May 2011

Delivered exceptional customer service by efficiently resolving issues to improve customer satisfaction. Coordinated the implementation of customer related services, policies and programs through department staff. Acted as the liaison between management and employees to deliver conflict resolution and resolve concerns. Networked with area community colleges to leverage resources for recruiting employees. Supported store operations through the recruitment process by posting open positions, reviewing applications, scheduling and conducting interviews and on-boarding new associates. Maintained an organized filing system for confidential employee records.

EDUCATION

Lynn University

Boca Raton, Florida, 2006 - 2010

Bachelor of Science in Psychology, Minor in Human Services

SKILLS

- Recruitment and Retention Strategy
- Training and Development
- Contract Analysis
- Employment and Labor Law
- Microsoft Office
- Conflict Resolution
- Talent Acquisition
- Talent Management

COMMITTEES and AWARDS

- Wakefern Food Corporation, Government Relations Committee, 2022 - 2024
- Wakefern Food Corporation, United Food & Commercial Workers Local 1262, 2022 - 2024
- ShopRite Supermarkets Diversity, Equity and Inclusion Committee, 2020 - 2024
- ShopRite Supermarkets Veterans Committee, Chairperson, 2019 - 2024
- "Top Women in Grocery" Award Winner, 2021
- Unified Military Affairs Council, Board Member, 2012 - 2013
- Warwick Valley Chamber of Commerce, Board Member, 2010 - 2011

References available upon request.