JULIAN MERCER

HR DIRECTOR

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PROFESSIONAL SUMMARY

HR Director with 11+ years in healthcare, now leading HR for a 2,400-person medical center campus. Owns talent acquisition, employee relations, compensation, and workforce planning, and partners with operating leaders to cut turnover and vacancy time. Builds HR teams that resolve issues early.

PROFESSIONAL EXPERIENCE

Director of Human Resources Feb 2022 - Present
Kaiser Permanente, Oakland, CA

- Lead a 14-person HR team supporting about 2,400 employees across clinical, administrative, and facilities departments.
- Reduced annual voluntary turnover among registered nurses from 17% to 12% by redesigning onboarding, adding a 90-day check-in cadence, and fixing scheduling pain points with nursing leaders.
- Cut average time to fill clinical roles from 58 to 41 days by embedding recruiters with hiring managers and moving offer approvals to a 48-hour window.
- Guided leadership through a union contract renewal covering 900 employees, resolving 11 open grievances before the new agreement took effect.
- Rebuilt the merit and market pay process with a 120-job compensation study, bringing 94% of roles within range and closing two internal equity gaps.
- Present quarterly workforce dashboards to the executive team covering headcount, attrition, overtime, and open requisitions.
- Own the annual budget of $3.1M for the HR function and held spending to within 2% of plan for three consecutive years.

Senior Human Resources Manager Jun 2018 - Jan 2022

- Managed employee relations for 1,300 employees and investigated about 60 cases a year, closing most within 30 days with documented outcomes.
- Launched a manager training series on performance conversations and leave rules, which was completed by 85 supervisors and reduced escalated disciplinary cases by about a quarter.
- Led the HR workstream for a department consolidation of 180 staff, placing 142 of them in open internal roles.
- Coached directors through restructuring decisions, documenting rationale and legal review for every position change.

HR Manager Mar 2015 - May 2018
Sutter Health, Sacramento, CA

- Supported six outpatient clinics and 420 employees, handling leaves of absence, accommodations, and wage-and-hour questions with the leave team.
- Improved new-hire 12-month retention from 76% to 84% by pairing each hire with a peer buddy and a structured 30-60-90 plan.
- Ran the annual open enrollment campaign with benefits vendors, reaching 97% employee participation without rework of elections.
- Reduced workers' compensation claim days lost by a fifth by coordinating modified duty plans with supervisors and the claims administrator.

CORE SKILLS

Employee relations | Talent acquisition strategy | Workforce planning | Compensation design | Labor relations | Succession planning | HR analytics | Employment law compliance | Change management | Leaves and accommodations | Executive coaching | Workday HCM | Budget ownership

EDUCATION

Master of Science in Human Resources Management, Golden Gate University, San Francisco, CA

CERTIFICATIONS

SHRM Senior Certified Professional (SHRM-SCP), SHRM | Senior Professional in Human Resources (SPHR), HRCI | Certified Compensation Professional (CCP), WorldatWork