

Charlene Harris – Human Resources Services

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Charlene Harris has over 35 years of broad-based, public and private-sector experience, including 19 years of providing personnel services primarily in recruitment, selection and classification; 10 years of management experience in the public and private human and social services fields; and 10 years in the public utility industry. She has conducted Selection and Recruitment training for public sector employees and the Franklin Covey Writing Advantage Course. Charlene is highly skilled in the areas of operational audits, organizational studies, and management studies of internal systems. She has considerable experience in fiscal planning and budget control as well as the administration of the health, pension and insurance programs, and public and private grants.



Prior to joining Municipal Resource Group, Charlene held key positions with various public and private institutions. As Principal Consultant and Interim Manager of Merit System Personnel Services, CPS HR Consulting, she oversaw and directly administered the merit system personnel programs for the social services and child support services departments of 25 California counties, including recruitment, application review, test development, maintenance of classification systems, oversight of the disciplinary process, and compliance with state merit rules. As Director of Administrative Services of the County of Santa Cruz Human Resource Agency, Charlene was responsible for administrative and fiscal support services, including management information systems, facilities management, special investigations, fair hearings, and civil rights services. As the Staff Services Manager for Shasta County Department of Social Services, she managed the daily activities of the budget and accounting and worked on several projects including the analysis and redesign of operational activities relative to the implementation of the local Statewide Automated Welfare System.

Charlene has worked on classification studies for several county agencies; participated in a staffing and workload study for the City and County of San Francisco Human Services Department, an analysis of strategic planning for the Contra Costa County Employment and Human Services Department, and a review of the Recruitment and Selection processes for the State of Iowa Department of Administrative Services, Human Resources.

As the Internal Audit Manager for Citizens Utilities Company, she was responsible for administration of the internal audit function. In this capacity, she conducted operational and organizational audits as well as management studies. Charlene also served as Controller at Catholic Social Services of San Francisco. At Mount Zion Hospital, San Francisco Charlene served as an Account Analyst, and was responsible for the administration of government and private grants.

Charlene earned a Bachelor of Science degree in Business Administration from Goddard College, San Francisco, California, a Bachelor of the Arts degree in Psychology from Simpson University, Redding, California. She also earned Master of Arts degrees in Organizational Management from Goddard



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College and in Theology from Xavier University of New Orleans. She also holds a Human Resource Management Certificate from California State University, Sacramento.