

## CURRICULUM VITAE

# Jonell Hefer

Telephone: 082 465 8513 Email address: jhefer@vodamail.co.za

### EXECUTIVE SUMMARY AND OVERVIEW:

I have represented Human Resources at various levels of various organizations. I am a strong generalist with strategic intent and execution being core to my experience, which includes leadership development and coaching. I am currently self-employed with my own HR and coaching business and also represented HR at EXCO. I balance driving strategy with individualization of employees.

I have nearly 30 year's extensive human resource and managerial experience and also successfully completed a BTech: HRM degree at Unisa. I am furthermore a certified coach from Results Coaching and busy with my Master's degree in Bible Ministry at International Veritas College.

### CAREER HISTORY

**HUMAN RESOURCE SPECIALIST**, Optimal Talent Management, 1 April 2012 - Current

Nature of business : Human Resource Consulting and Coaching

#### **Responsibilities:**

##### **Human Resources Interventions at Clients**

- Coaching
- Develop and implement HR interventions such as:
  - Company Strategy development and Alignment with HR
  - Talent Management – Employee Life cycle (On-boarding to Exiting)
  - HR Risk and effectiveness Audits
  - Performance Improvement – Job Descriptions (Scorecards, A, B, C Players) and performance reviews
  - Human Resource Best Practice (HR Administration and support)
  - Retention
  - Reward and Remuneration
  - Top Grading Interviewing
  - Policies and Procedures
  - Labour planning and forecasting

**Achievements:** I have started my own business with no client base and maintained a self-sustainable business through word of mouth, service excellence and expert knowledge.

**PRODUCT SPECIALIST**, Labournet, 1 September 2011 – 31 March 2012

Nature of business : Human Resource Consulting

#### **Responsibilities:**

##### **Operational**

- Quarterly Transformation and Human Resources Quality Branch Audits (Proper records)
- Monthly reports
- Quality Assurance of all Retainer and Adhoc projects

- New Product and Service Development
- Development of all Standard Operating Procedures and Manuals
- Ensure Relevance of Existing Products and Services and Amend if Necessary
- HR Academy Development (Internal training program)

#### **Human Resources**

- Conduct Quarterly Performance Reviews on HR Consultants
- Assist Branch Managers with Critical Skills Needs of HR Consultants
- Training of Human Resource Consultants
- Register and Maintain SABPP Registrations of all HR Consultants

Reason for leaving : Started own business

**BUSINESS MANAGER** – Human Capital Consulting, LabourNet, 1 January 2010 – 31 August 2011 (Started at LabourNet on 1 August 2007 as a HR Consultant)

Nature of business : Human Capital Consulting

#### **Responsibilities:**

##### **Operational**

- General Management of the Consulting Business.
- Managed client satisfaction (24 Clients)
- Served as in an advisory role to the Client's Board
- Responsible for Strategic HR Interventions.
- Responsible for the growth of the HR Business.

##### **Human Resources**

- Recruitment and Selection of new staff
- Development and training of staff
- Motivation of staff
- Performance evaluations of staff on monthly basis
- General administrative duties such as - approval of leave

##### **Financial duties**

- Managing the monthly profit and loss accounts for the consulting business
- Approve payments for the business unit

##### **General duties**

- Product development
- HR Academy development (Internal training program)

**Achievements:** 2008 – HR Consultant of the year.

2010 - The experience that I have gained with my previous employers prepared me for the world of business owner and client service delivery. The initial process at this employer, of taking over the HR Consulting Business unit in January 2010 following my promotion from HR Consultant to Business Unit Manager was an immense challenge given the fact that the business was losing client base and the quality of service delivery was concerning. I took over the business and in 6 months I have increased the retainer base with 100% and the quality of the consultants improved to the same degree, as I have focused on intense training and development of these consultants.

Reason for leaving: In-house transfer / promotion

**PERSONNEL OFFICER**, Coin Security Group (Pty) Ltd, 24 February 2004 to 31 July 2007

Nature of business : Security Industry

**Responsibilities:**

- Responsible for the Injury's on Duty for the entire group.
- Extensive knowledge on the "COID Act".
- Drafted the procedures for nationwide reporting of injuries sustained on duty. These procedures are now part of the Coin Security Group's standard operating procedures.
- Reports the injury's sustained by employees whilst on duty to the Compensation Commissioner
- Finalizes existing and old claims
- Performs audits/quality checks on documentation
- Compiles a monthly status report for the Group Financial Manager
- Manages telephonic queries from doctors, hospitals, medical institutions, Compensation Commissioner and injured employees
- Facilitates training for employees and managers
- Liaises with the various Coin branches
- Assist with General Personnel queries

**Achievements:** Developed and implemented a national reporting process

Developed and implemented a COIDA refund process.

Reason for leaving : Was offered an opportunity in HR Consulting

**HUMAN RESOURCES CONSULTANT**, CyberBex (PTY) Ltd. 01 November 2000 – 31 December 2003

Nature of business : Telecommunications Industry

**Responsibilities:****Human Resources**

- Recruitment and Selection:
  - Advertisements both internally and externally
  - Collected advert responses and screened CV's
  - Conducted first and second interviews
  - Appointment process for suitable candidates
- Facilitated induction programs
- Coordinated and administered:
  - UIF, PAYE and skills levies
  - Leave
- Responsible for conflict resolution

**Financial duties**

- Managed creditors/ debtors
- Ensured books are reconciled
- Responsible for operational budget
- Completed and submitted VAT
- Assisted auditors with financial year end

**General duties**

- Attended weekly EXCO committee meetings
- Compiled reports, proposals and information requests
- Implemented a filing system
- Purchased office supplies

Reason for leaving : Due to the company's financial constraints, a stable and secure position was sought.

**PERSONNEL OFFICER**, Bull Brand Foods (Pty) Ltd, 01 December 1998 - 30 October 2000

Nature of business : Food Manufacturing Industry

**Responsibilities:**

- Managed a staff compliment of 450 employees with the majority being contract workers
- Recruitment and selection:
  - Advertisements internally and liaison with agencies
  - Screened CV's
  - Conducted first interviews
  - Coordinated appointment of suitable candidates
- Monitored the company's compliance with Employment Equity
- Facilitated induction programs and skills training
- Processed job evaluations/ appraisals
- Assisted employees with wage queries
- Negotiated with Unions i.e. Safatu & The Food & Beverage Union
- Conducted counselling sessions with employees
- Conducted disciplinary hearings
- Carried out dismissals
- Assisted the HR Manager with arbitration hearings (CCMA) between employer and employees.
- Completed administration process in the event of injuries on duty

Reason for leaving : Ready for greater responsibilities

Promoted to **ACTING HUMAN RESOURCES MANAGER**

Promoted to **HR ADMINISTRATIVE OFFICER**

Promoted to **SENIOR PERSONNEL OFFICER**

Promoted to **PERSONNEL OFFICER**

**HR ADMINISTRATIVE CLERK**, Compensation Commissioner, 01 December 1990 – 30

November 1998

Nature of business : Government Sector

**Responsibilities:**

**Acting Human Resources Manager**

- Responsible for a staff compliment of + 600 employees
- Supervised four personnel clerks
- Dealt with Nawahu and PSA Unions which became active in 1994
- Facilitated Induction Programs
- Conducted disciplinary hearings for the HR Division
- Assisted and monitored the integration of The Employment Equity policy
- Completed monthly Equity Statistics
- Attended monthly management meetings
- Attended Personnel Advisory Committee Meetings and advised Directors on:
  - Promotion and Merit evaluations of personnel
  - Assessed the gainful employment of staff
- Represented HR Department at the Department of Labour whilst working on the 'Jobs for Africa' project

**Personnel Officer/ Senior Personnel Officer**

- Coordinated and administrated new appointments and probation periods, housing subsidies, Medical Aid, Pension Funds, Bursaries, Leave, Promotions and awards, Internal and external transfers, Relocation, Long service recognition and Resignations
- Recruitment and Selection
- Advertisements both internally and externally
- Handled advert response and screened CV's
- Conducted first interviews
- Coordinated second interviews and appointment of candidates

**Achievements:** Merit Awards: 1992, 1994, 1995, 1996 & 1998  
 Out of turn promotions: 1993 & 1997  
 Departmental Award: 1998

Reason for leaving : After eight years of service, a position in the private sector provided opportunity for growth.

## **EDUCATION**

- 1996: National Diploma - HRM (Completed) Management, Technicon of South Africa
- 2012: BTHRM (Completed), Unisa
- 2013: Certified Life Coach (Completed), Results Coaching
- 2018: Veritas Module 1
- 2019: Veritas Module 2
- 2020: Veritas Module 3
- 2021: Veritas Module 4
- Sept 2021: Veritas Cert IV (Current – will finish May 2023)

### Secondary schooling:

1990: Grade 12 - Middelburg High School

## **COMPUTER LITERACY**

- Complete MS Office Suite
  - MS Word Advance
  - MS Excel Intermediate
  - Powerpoint Intermediate
- Various In-house products such as Psiber HR, Direct Hire
- VIP (limited)
- Eco-Time Time and Attendance

## **PERSONAL DETAILS**

Date of Birth : 22 June 72  
 Languages : Afrikaans – Read, speak and write  
 English – Read, speak and write  
 Availability : 1<sup>st</sup> June 2024  
 Gender : Female  
 Health : Excellent

Driver's License : o8  
Criminal Record : None

## **REFERENCES**

- Bernard Koch Previous HR Exec at Labournet 082 600 4999
- Tiaan Botha Previous CEO at Client (Currently residing in Sudan)  
082 831 7128
- Mokhina Maitin Coaching client 079 634 1643
- Neill Swart Previous COO at Client - Currently residing in AUS  
082 990 0271
- Keith Fairhurst Network Partner 083 419 4058