



Jennifer Kirn, Director of Administration

Jennifer has focused on organizational development and operational strategy for more than a decade, with an emphasis on small businesses and start-up companies. Due to her varied industry background, she offers a rare managerial perspective with innovative concepts and techniques.

Strategic Planning
Project Management
Operational Management

PROFESSIONAL EXPERTISE
Business Development
Human Resources
Organizational Development

Financial Analysis
Budget Management
Construction Management

PROFESSIONAL EXPERIENCE

Kinetic Restoration

Director of Administration

- Key member of the Kinetic Management Team and the only employee-member
- Financial Management, A/R, A/P, invoicing, monthly reconciliation, vendor management
- Organizational Development. Process evaluation and development, assessment of organization needs & program goals, CRM management
- Employee relations, benefit administration/management, policy/process development, on-boarding processes/manuals

Kirn Consulting LLC

Owner/Consultant

- Organization Development: Work-flow assessment & development, process streamlining, policy and procedure administration, staff evaluation, budget analysis, standard operating procedure development/documentation
- Operational/Business Process Management (BPM): Daily assessment and tracking of effective operational workflows and management based on staffing, procedures and KPIs.
- Development of internal expansion opportunities and long term strategy, CRM and HRIS software, websites
- Expertise in small business development, non-profits, real estate/construction, franchises and professional service firms.

Florence Crittenton Services

Human Resources and Facilities Director

- Employee relation, development of performance analysis tools, recruitment, benefits administration, internal policy development, hiring orientation and training, succession planning - staff of 60.
- Organizational strategy, strategic plan development, member of the Executive Leadership Team & board committee member.



- Creation of annual data plan and collection tool for grants administration.
- Lead for \$6M campus redevelopment. Development of transportation pilot.

Corona Insights

Human Resources and Administration Manager

- Employee relations, professional development administration, performance analysis, benefit administration, policy/process development, employee recruitment, on-boarding process/manuals & training, team building and corporate culture enhancement.
- QuickBooks, ADP payroll, A/R, A/P, invoicing, monthly reconciliation, operational budget development, audits, annual tax document prep, 1099 employees, monthly financial statement development and analysis, vendor management.
- Succession planning, process evaluation, Balanced Scorecard development & maintenance, development of internal strategic plan, assessment of organization needs & program goals.

HomeTrust LLC

Director of Operations

- Manager of five internal departments, transaction management of up to 90 files in various stages. Internship manager.
- Process and procedure development/implementation for start-up organization transforming from 3-30 staff members. KPI administration, strategic plan maintenance, RFP development and administration. Created training and process manuals for governance of project identification, value assessment, refurbishment execution and resale.
- Development of customized CRM database structured to maintain all internal operations
- Purchase, sale and renovation of over 150 homes in three years throughout the Denver Metro area. Renovation design and material selection. Construction budget development and management.

Sensory Learning Center International

Franchise and Program Support Manager

- Opened 20 franchises in one year nationwide. Sole information resource for all provider inquiries regarding daily operations, client concerns, center management, human resources and product quality.
- Development and execution of two week training session for franchisees
- Attended national trade shows and spoke on behalf of the organization. Development of collateral materials. Local and national business development.
- Execution of specialized Sensory Integration therapy to over 200 patients. Management of six Program Specialists.

PROFESSIONAL TRAINING

Mountain States Employers Council – Leadership Strategy, Performance Management, Employment Law

EDUCATION

Business Management and Marketing – University of South Carolina – Aiken, SC