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Name: Christine Nagey
Job Title: Human Resources Representative

What is the day in the life like at your job?
Every day varies greatly. Some of my basic day-to day-tasks include processing promotions, transfers, and terminations and ensuring that our clinical staff maintain the appropriate certifications. My team also focuses a lot of our time and energy on employee relations issues. Sometimes the issues are simple enough where we have a clear vision of how to correct the situation. However, many situations are quite complex. In these cases, my team steps in to conduct a "climate survey" where we meet with individuals in that department one on one to determine the root cause of the issues in that area. This is a great way for team members to have their voices heard and for us to ensure that each department has a positive work environment.

What do you love about your job?
My favorite part of my job is building relationships with so many leaders and team members in my organization. People are obviously at the core of Human Resources, and I always enjoy getting to know the people that I serve and learning more about what they do. Most of the time, when an employee calls, they are not having their best day; they may be stressed, angry, or upset. However, I am in a capacity where a calm voice, a listening ear, and taking necessary actions can make a true difference. I love knowing that what I do every day impacts those around me.

What is challenging about your role?
I think the hardest part of my job is balancing empathy with organizational policies and laws. My organization has close to 19,000 employees, so it is important for us in HR to ensure that all policies are adhered to and addressed fairly and consistently. All staff, clinical and non-clinical, are held to the same standards, so sometimes policies like an attendance policy may seem a bit rigid to some employees. However, in a clinical setting, the quality of patient care can be greatly impacted if a nurse is five minutes late. Having this perspective of ensuring consistency and fairness has helped me to understand the why behind certain decisions even when I am empathizing with what someone is going through.

What are the benefits of working in this field?
One benefit is getting to know what all of the positions are in your organization and how they work together. By meeting people and discussing their jobs, I am much better equipped to

understand how my organization will fulfill its mission and vision. Another benefit is exposure. I frequently need to correspond with Vice Presidents and other leaders in my organization. HR plays a key behind-the-scenes role in maintaining an organization's current success and reputation while also developing strategies as we look to the future.

What experiences did you have that prepared you for this role?
Internships. I had a variety of internships and an administrative fellowship in the years leading up to my current position. I learned new skills in each of these roles, and it is amazing to see how each role builds off the other. Having a variety of experiences will also broaden your horizons and show you different types of industries and organizational cultures.

What do you see happening in the future for these types of careers?
Human Resources is not going anywhere. We will have to adapt to the changing times, and we already are. More people are working from home, so employee relations issues look a little bit different now than they did when everyone was together in the office. Many of our processes for hiring, recruiting, doing performance evaluations, and transferring employees have transitioned to electronic platforms. Artificial Intelligence is also becoming a key factor in hiring across the globe.

What should a student know about your field?
Human Resources is not glamorous, but it is incredibly rewarding. HR is behind the scenes on many critical organizational decisions. We also work closely with our legal team to prevent lawsuits and provide any insights into different employee issues. Therefore, it is important to be very familiar with employment laws and all organizational policies. It is important to be nice in HR, but you also need to be tough so that you can make the decisions that you need to make even when they are not easy.

What advice do you have for a student considering a career in your profession?
The best way to decide if HR is right for you is to go out and see it for yourself. Internships are the great way to do this because you will get to do a lot of hands on learning and observing of what goes on in an HR department. There is a lot more to HR than I have even described here. You may want to specialize in a different HR specialty such as Compensation or Benefits. If you are passionate about continuing education and developing leaders, Organizational Development may be a good fit. If you like computer science and coding, you could join an HR Information Systems team. There are many directions that HR can take you, so I recommend getting out there and discovering for yourself what area of HR you may enjoy.