

## City of Lincoln Appointment Application

### PERSONAL INFORMATION

**Application Date:** 6/23/2011  
**Salutation:** Mrs.      **Applicant Name:** Ostermeyer, Amy  
**Legal Residence:** 7507 Whitlock Place      **City/State/ZipCode:** Lincoln, NE 68516  
**Residence Telephone:** (402) 417-5721      **Business Telephone:** (402) 475-2525  
**Applicant Occupation:** Vice President, Talent Managem      **Employer:** National Research Corporation  
**E-mail Address:** aostermeyer@nationalresearch.com  
**Affirmative Action Information: Sex** Female      **Racial/Ethnic Background:** Caucasian/White

### EDUCATION

Juris Doctorate (May 2006)  
 University of Nebraska College of Law  
 Bachelor of Arts ;V Political Science (December 1998)  
 University of Nebraska ;V Lincoln

### PRESENT OR PREVIOUS COMMUNITY/VOLUNTEER ACTIVITIES

Leadership Lincoln  
 Salvation Army Advisory Board Member

### EMPLOYMENT

National Research Corporation (November 2009 - present)  
 Lincoln, NE  
 Vice President, Talent Management

Talent Plus, Inc. (June 1998 ;V October 2009)  
 Lincoln, NE □ www.talentplus.com

Talent Plus is the premier global human resources consulting firm with over 200 world-class, quality-growth-oriented clients. Talent Plus provides four distinct implementation capabilities based on the Science of Talent from recruitment and aptitude assessment to ongoing talent development and management.

Chair, Operational Services (March 2009 ;V present)

Operational Services provides internal support structure to ensure Talent Plus services can be delivered with excellence, on-time and in a cost-effective manner. Operational Services includes the departments of Information Technology, Legal, Interview Center, Transcription Center and Communication Specialists.

„X□ Manage teams totaling 50 employees which make up over 50% of all Talent Plus employees and contractors. Maintained an average of 85% retention during 11 year tenure.

„X□ Grew Information Technology department by 25% in 4 months to a total of 12 full-time employees.

„X□ Implemented an online validated selection interview. This is the company;|s largest and most important strategic initiative for 2009. All timelines and deliverables were met.

„X□ Manage \$1,000,000 annual budget over third party technology services provider, representing the company;|s largest capital expenditure.

„X□ Lead Interview Center that generates over \$1,000,000 in revenues annually representing 60% of company;|s total revenues.

„X□ Supervise Talent Plus;| Recruiter, reduced applicant life cycle from 5 to 1.5 months while processing 4,000 applications annually.

„X□ Member of Talent Plus Selection Committee with 3 founders of Talent Plus.

„X□ Directed Interview Center quality redesign that resulted in a 40% reduction in turnaround time and eliminated work equaling 1 full-time employee salary annually.

„X□ Conduct career development discussions with each team member every 30 days to assess their progress on stated goals and recognize significant professional achievements. Annual performance reviews are prepared for 50 people annually.

- „X☐ Twenty five percent of team members achieved the Talent Plus Gold Standard Award. This award is given to employees who demonstrate the highest levels of productivity in the organization.
- „X☐ Coordinate resource allocation of over 20 transcriptionists to ensure business timelines are met and quality work product is delivered on a daily basis.
- „X☐ Led and completed 2008-2009 strategic initiative to establish new employee orientation plan.
- „X☐ Established and wrote standards for employee handbook.
- „X☐ Consultant for Pella Corporation, Salvatore Ferragamo and InfiLaw to establish best practices within selection processes.
- „X☐ Manage internal employment law situations related to terminations, FMLA leave and employment contracts.
- „X☐ Direct domestic and global trademark and intellectual property matters.
- „X☐ Negotiated successful settlements with competitors to ensure Talent Plus intellectual property rights were maintained.
- „X☐ Registered 12 Talent Plus trademarks with United States Patent and Trademark Office.

Chair, Interview Center and Customer Relationship Management Team (May 2006 ;V March 2009)

Chair, Interview Center (December 2004 ;V 2006)

The Talent Plus Interview Center supports the human resource departments of over 200 clients by conducting selection interviews to support their hiring needs. Customer Relationship Managers at Talent Plus provide project management duties to clients generating revenues between \$250,000 and \$3,000,000.

Baylor, Evnen, Curtiss, Grit & Witt, L.L.P. Legal Internship (May 2004 ;V December 2004)

- „X☐ Worked on legal projects in fields of employment law, workers' compensation, real estate, torts and education.
- „X☐ Researched and analyzed legal issues and reported results to supervising attorneys.
- „X☐ Prepared motions and briefs in preparation for trial and attended depositions in preparation.

(Talent Plus, Inc. June 1998 ;V August 2003)

Chair, Interview Center and Support Services (March 2000 ;V August 2003)

- „X☐ Doubled the size of Interview Center Team from 10 to 20 employees.
- „X☐ Established model to employ contract employees to service global client demand.
- „X☐ Coordinated the translation of 20 Talent Plus proprietary interviews into over 10 languages.
- „X☐ Directed team of 10 employees dedicated to supporting internal infrastructure of Talent Plus corporate offices.
- „X☐ Advised clients to establish process for recruiting and selecting employees.
- „X☐ Conducted and analyzed over 1000 interviews making hiring recommendation to clients.
- „X☐ Wrote employment ads for use by Talent Plus and clients for placement in newspapers and websites for recruitment.

Interview Center Scheduling Supervisor (January 1999 ;V March 2000)

- „X☐ Supervised 10 person team of full-time interview analysts.
- „X☐ Scheduled selection interviews on behalf of 150 company client base.
- „X☐ Achieved 24 hour turnaround time on selection interview results.

Interview Analyst (June 1998 ;V January 1999)

- „X☐ Certified on 6 Talent Plus validated proprietary interview technology.
- „X☐ Conducted interviews to assess talent for Talent Plus clients.
- „X☐ Analyzed 500 selection interviews within stated goal of 90% reliability rate.

### **Board(s) Requested**

City Personnel Board  
 Lincoln City Library Board  
 Mayor's Commission On Women  
 Parks And Recreation Advisory Board  
 Pedestrian/Bicycle Advisory Committee  
 Workforce Investment Board