

MARLENE BURCH

[REDACTED] | Denver, CO

PROFESSIONAL SUMMARY

Dynamic HR professional with a strong foundation in customer service, community organizing, and both political and corporate strategy. Proven expertise in people management, leadership development, and enhancing employee performance processes. Adept at building relationships, driving engagement, and supporting organizational growth through thoughtful and strategic HR practices.

- Current City Council Elect, Denver Head Start Policy Council
- Fellow, American Enterprise Institute (March 2022 Cohort)
- Southeast Denver Lead, Mayor Michael B. Hancock Re-election Campaign (2019)
- Chair, Education First Scholarship Foundation Committee (2018–2019)
- Participant, Peace Child Youth Development Goals Initiative (2015 Cohort)
- Fellow, Duke Global Health Institute (2014)

Highly driven and empathetic leader with a proactive approach and strong attention to detail. Skilled in candidate sourcing and talent development, with a collaborative mindset and a commitment to fostering inclusive and high-performing teams.

EXPERIENCE

BUSINESS OPERATIONS ADMINISTRATOR – Employee Relations & Interagency Liaison

City & County of Denver, Office of the Independent Monitor (OIM)

- Maintain deep knowledge of agency operations, including core functions, financial health, strategic priorities, organizational culture, and external landscape.
- Analyze internal trends and performance metrics to design and implement programs, policies, and process improvements that align with broader City & County of Denver goals.
- Partner with city leadership to assess and support HR functions, including organizational design, performance management, compensation strategy, and leadership development.
- Act as a key liaison and advocate by addressing employee concerns, mediating disputes, and strengthening communication between the Denver Police Department, Denver Sheriff's Department, and OIM.
- Leverage data analytics tools (Power BI, Salesforce, Excel) to produce insights and support the development of semiannual reports.
- Prepare and submit CORA requests on behalf of the Office of the Independent Monitor, ensuring accuracy and compliance with state requirements.

Talent Acquisition

City & County of Denver, Office of Human Resources

- Partner with business leaders to develop and execute recruiting strategies aligned with workforce planning and organizational goals.
- Advise hiring managers throughout the full recruitment lifecycle, ensuring equitable, compliant, and efficient hiring practices.
- Manage candidate experience and hiring workflows, including interview coordination, dispositioning, and stakeholder communication.

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- Leverage Workday data and reporting to identify hiring trends, inform decision-making, and improve recruitment outcomes.
- Consult on onboarding and pre-employment processes, including I-9 compliance, offer development, and background/medical screenings.
- Act as a trusted resource for employees and leaders, resolving inquiries and promoting a positive, inclusive workplace experience.
- Enhance candidate and new hire experience through responsive communication and process improvements.

People Operations Specialist – Benefits & Employee Relations

Inspirato, Denver, CO.

- Lead annual open enrollment strategy and execution, including system testing, employee communications, and compliance audits to ensure accuracy and regulatory adherence.
- Partner with vendors and internal communications teams to design and deliver engagement strategies that increase awareness and participation in benefits and HR programs.
- Drive implementation and optimization of benefits plans and HR programs, translating business needs into technical requirements, managing vendor relationships, and ensuring successful system and process integration.
- Manage unemployment insurance claims, partnering with leadership to reduce organizational risk through thorough documentation, compliance, and representation during hearings.
- Ensure compliance with LOA, FMLA, and ADA policies by advising managers, maintaining accurate documentation, and mitigating risk through consistent policy application.
- Oversee onboarding processes, ensuring compliance with PRIA and I-9 E-Verify requirements while creating a seamless new hire experience.
- Facilitate new hire orientation sessions, delivering engaging presentations that reinforce organizational culture, policies, and employee resources.
- Support talent acquisition efforts by partnering with hiring managers to recruit and onboard candidates across multiple functions.
- Lead, mentor, and supervise a team of up to 10 interns, fostering development and supporting workforce planning initiatives.
- Manage employment verifications and support labor relations processes, ensuring timely and compliant responses.

Staff Assistant (Aide)

City & County of Denver, Office of City Councilwoman-At-Large

- Conducted policy research and analysis to support council-sponsored legislation, contributing to key initiatives including the implementation of a \$15 city-wide minimum wage and the Tent City program addressing homelessness.
- Served as a liaison for constituents, resolving inquiries and strengthening community relations through cross-department collaboration, improving office response times by 55%.
- Fostered interagency collaboration across finance, communications, outreach, and operations to support strategic initiatives and ensure alignment.
- Managed complex calendars, communications, and administrative operations for the Councilwoman, ensuring efficiency and prioritization of competing demands.
- Prepared, reviewed, and edited official communications, including press releases and correspondence, ensuring accuracy and alignment with messaging.
- Prepared and processed CORA requests in support of City Council operations, ensuring compliance with city regulations and timely responses to external stakeholders.

EDUCATION & CERTIFICATIONS

Bachelor of Social Science / University of Cape Town, ZA. SHRM-CP in progress.

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Dell Young Leader Scholarship, UN Student Chapter (UCT), Amnesty Intl (UCT), Duke Univ. Global Health Initiative Student Leader Cohort 2 – 2015
