



JOANNA HAYES

Director of Human Resources

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Joanna Hayes joined Tolman & Wiker Insurance Services, LLC in 2012. As Director of Human Resources, Joanna is responsible for overseeing all aspects of the HR department and specializes in aligning HR strategies with the business strategies and goals of the company. Joanna is experienced with the needs of companies both large and small. She has over 18 years of expertise in human resources and business management.

"What I love most about my job is working with people, and the ever-changing needs that go along with that."

Previous roles include Pacific Coast Regional Manager for Fugro Consultants, an international consulting firm, and Human Resources Manager for Registration Control Systems, an entrepreneurial company specializing in tradeshow registration and lead retrieval services. Joanna's HR career began while working in business management, where her talents, personality and gift for working with others was quickly recognized. She then transitioned from business management to Human Resources, a role that allows her to do what she loves most: helping others!

Joanna is a graduate of U.C.S.B.'s extension program in HR management and holds a SPHR-CA certification, a designation that denotes a high level of expertise in regulations and legal mandates specific to the state of California. She is experienced in all aspects of HR management including Compensation & Benefits, Employee & Labor Relations, Leaves of Absence, Worker's Compensation and Safety and Security issues.

In addition, Joanna is highly skilled in developing training programs for employees, supervisors, and managers; robust health & wellness benefits programs for employees; designing and implementing staff development and performance programs; authoring company policy manuals; and defining job description roles and duties. She is very adept at employee relations and has successfully assisted companies through many acquisitions and mergers, ensuring that employee concerns are addressed and that each individual feels their voice is heard. She strives to provide our employees and management team with appropriate support and guidance to allow them to excel in delivering superior service to our clients.

In her spare time, Joanna enjoys horseback riding, gardening and spending time with her family. Originally from Northern California, Joanna is a resident of Ojai, CA and has made Southern California her home for most of her life. She is married with four children.