

Mary F. Knight  
KnightAtWork.com

41 Woodhaven Drive, Belchertown, MA 01007-1034  
mary.knight.atwork@gmail.com 413-219-8260



**Summary:** Results oriented individual with extensive experience in human resource management, marketing communication, training and consulting. Track record of developing and implementing strategies, systems and programs that result in improved productivity and increased growth and profitability.

### Professional Experience

**2000 – Present Knight@Work, Consultant Belchertown, MA**

Work with small businesses and nonprofits to implement cost-effective strategies for putting their best face forward in communicating with internal and external audiences. Common support requests include developing or refreshing a website and marketing materials, creating letter templates or training staff on writing skills, crafting crisis communications and simplifying complex content.

**2001 – 2012 (Retirement) Collaborative for Educational Services Northampton, MA**

formerly: Hampshire Educational Collaborative

**Human Resources Director** - responsible for all aspects of agency's HR and Insurance functions, including:

- ◆ Advertising, recruitment and employment management
- ◆ Generate and implement all personnel policies and procedures.
- ◆ Develop and maintain an HR system that meets top management information needs.
- ◆ Develop and maintain comprehensive insurance, workman's compensation, liability and employee benefit programs.
- ◆ Develop and maintain position descriptions for all personnel
- ◆ Coordinate training and development of personnel, including an orientation program and supervisor workshops.
- ◆ Create and communicate with all levels of management and supervisors regarding company policies and procedures.
- ◆ Oversee the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization.
- ◆ Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.

**1982 – 2000 (Retirement) MassMutual Financial Group Springfield, MA**

Majority of career in the Retirement Services Division – left as Assistant Vice President and manager of marketing communications, focused on client persistency and growth of market share in a highly competitive industry. Also worked as a consultant with the Career Agency System helping general agents and their management staff through trainings to achieve measurable performance and production results.

### Prior Experience

**1974 – 1982 Commonwealth of Massachusetts Trial Court**

Worked in the Hampden County Juvenile Court /Clerk Magistrate's Office

**1969 – 1974 Public Education**

Taught in the East Longmeadow and Ludlow Public School systems

### Education

B.S. in Education, Westfield State College, Westfield, MA (1969)  
On-line learning, seminar attendance in wide variety of subjects as needed  
Numerous courses in Human Resources Management  
Employers Association of the North East

### Affiliations and Interests

Pathlight (formerly Association for Community Living) since 1998 - Director ~~ Board President (2007-2009)

Valley Educational Association since 2003 – Director ~~ Board Secretary Treasurer (2007 to current)

ZONTA International – Member of Quaboag Valley chapter since 1997 ~~ Board President (2016 – 2018)

Volunteer work with numerous other non-profits.