



Name: Norma Nunnally

Job Title: Human Resources Manager

Location: Springfield, Massachusetts

How would you describe the work you do to someone who knew nothing about it?

As a Human Resources Manager for public schools my job entails ensuring the schools have enough staff and that the staff is trained. It is also my responsibility to see that the employees are getting paid correctly – with time sheets turned in on time and completed and benefit questions are answered accurately. It is my job to make sure any employee relation issues are being addressed on timely basis. I am also responsible for making sure everyone has a uniform, wearing safety shoes, and are aware of what job is supposed to be. In this position I am also responsible for recording and tracking all applications in the system and ensuring that we have a good relationship with the community.

What is the best part of working for Sodexo?

Sodexo is a great company with excellent benefits. You have a lot of career options and plenty of support for your success.

What kind of relationships do you have with your coworkers and your customers?

We have a great team and like any great team we help each other out to accomplish our goals. We have a wonderful productive relationship. I try to get to the schools so that I can talk to the principals, and cafeteria workers to make sure everything is running well and that they are happy. I have been able to build relationships by working successfully with them on issues. I know they are comfortable calling me when they have a problem because they know that I will make their issue my priority. I really feel like I make a difference with my coworkers and with the customers.

How do you feel about the work you do? What motivates you to do your job?

The work is challenging and it is sometimes a little stressful. My desire to do well is what is motivating. Knowing that I make a difference at work is motivating. I am bilingual and this allows me to make a special connection to the children at school who are also bilingual. It makes them smile and it makes me smile.

Final Comments / Thoughts?

Before my position with Sodexo I was not familiar with the company – now that I am an employee I realize how much I was missing. Sodexo offers so much more than any other organization that I have worked for. They offer so much more personally and professionally than I could have ever imagined.