

# Dotty Battoe Hales

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## Professional Summary

People-first talent leader with 15+ years of experience driving culture, connection, and performance through innovative People Operations and Talent Acquisition strategy. Known for building strong teams, scaling high-performing workplaces, and creating experiences that attract and retain top talent. Skilled in recruitment strategy, leadership development, employee engagement, and HR operations that balance empathy and excellence.

## Core Competencies

People Operations | Talent Acquisition | Culture & Engagement | Training & Development | Leadership Coaching | Strategic Hiring | HR Compliance | Workforce Planning | KPI Development | DEI & ERG Programs | Onboarding Experience | Communication Strategy

## Professional Experience

### Valicy (formerly Grover Gaming) - Wilmington, NC

*Manager, Talent Acquisition / Studio General Manager Sept. 2021 – Present*

- Lead the full talent lifecycle across all levels and departments, driving best-in-class candidate experiences and strong internal partnerships.
- Design and execute People Operations strategies that align with organizational goals and elevate culture across the enterprise.
- Oversee recruitment, onboarding, and career path programs for exempt, non-exempt, and temporary employees.
- Lead and develop a team of Talent Acquisition Specialists; coach, mentor, and inspire performance through clarity and collaboration.
- Partner cross-functionally with leadership on succession planning, compliance, and workforce forecasting.
- Manage HR programs including benefits, safety, new hire orientation, and employee communications.
- Spearhead company-wide communication initiatives, strengthening transparency and engagement.
- Create and maintain studio KPIs to track performance, quality, and delivery metrics.
- Championed company Mission, Vision, and Values through all levels of leadership.

### YMCA of Greater Louisville - Louisville, KY

*Executive Director, Southeast Family YMCA / 2012 – 2021*

- Directed operations for a 50,000 sq. ft. facility and a \$2M budget, leading cross-functional teams across HR, Healthy Living, Membership, Aquatics, and Family Programming.
- Drove all People & HR functions: recruitment, hiring, training, and culture-building for 200+ staff.
- Created innovative training programs through LMS and in-person sessions, increasing staff engagement and retention.
- Built deep community partnerships and board relationships, raising \$125K annually and increasing membership by 25% in 90 days.
- Taught group fitness and personal training, reinforcing authentic leadership in wellness and health promotion.

## Education & Certifications

University of Louisville – Business Administration / Music Education

YMCA Project Management & Team Leader Certification | Spencer Institute Certified Wellness Coach | YMCA YUSA Women's Professional Network Mentor | KAHSA Certified Activities Director | Recipient, Mayor's Healthy Hometown Grant

## Tech & Tools

Microsoft & Google Suites | ADP | Paycor | Dayforce | Blackbaud | Daxko | LMS Platforms | ChatGPT/AI Tools | HRIS | ATS Systems | Benefits & Payroll Systems | Data Analytics | Communication Tools