

NORA KETRON

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EDUCATION

University of Tennessee at Chattanooga (UTC), Chattanooga, TN **2021-2024**

27 Credit Hours toward a Master of Public Administration, Generalist with a focus on Personnel Management and Organizational Culture

Anticipated graduation in Spring of 2024

University of Tennessee at Chattanooga (UTC), Chattanooga, TN **2004-2007**

B.S. Sociology and Anthropology with a Concentration in Anthropology

Minor: Women's Studies

Cum Laude

East Tennessee State University (ETSU), Johnson City, TN **2003-2004**

44 Credit Hours toward General Education Requirements

WORK EXPERIENCE

UTC Library, University of Tennessee at Chattanooga (UTC), Chattanooga, TN

Director, Access Services, Faculty of Practice **2022-Present**

Direction of Access Services unit, including personnel management of full- and part-time and student staff to include job development, recruiting, hiring, training, goal setting, performance management, and scheduling, facilitation of all circulation activities, oversight of the Interlibrary Loan program and collaborative participation in department and library leadership.

Administrative Specialist **2020-2022**

Clerical and administrative support across personnel, payroll, budget and purchasing, facilities management and library programming. Two interim additional duty appointments during tenure focused on facility management and coordination of the Desks & Patron Experience Team.

Star Line Books, Chattanooga, TN

Business Manager **2019**

Oversight for all business needs and initiatives to include accounting functions, business development, marketing, community outreach, web and social media management, author programs and event management.

Modified 2024

Unum, Chattanooga, TN

Manager, FMLA and Paid Leave

2011-2018

Account management, business unit marketing strategy, business unit hiring strategy and recruitment programs, developed numerous procedural and training initiatives, collaborated on strategic planning.

Madia's Healing Arts Studio

Business Manager

2008

Responsible for accounting functions, business development, marketing, community outreach, contract employee management, facility and retail management.

GreenLife Grocery/Whole Foods Market, Chattanooga, TN

Manager

2004-2011

Responsible for enterprise-wide hiring and recruitment, full operational management responsibilities, enterprise level accounting functions.

CONFERENCE PRESENTATIONS

Ketron, N., Salatka, A., & Perryman, L. (2023). *Making your application stand out in the academic library recruitment process*. Tennessee Library Association Annual Conference, Memphis, TN, United States of America.

<https://www.tnla.org/page/2023Conference>

PROFESSIONAL DEVELOPMENT

Ex Libris Users of North America, Annual Conference Attendee **2023**

Certified Administrative Professional certificate completion, CAP credentialed **2021**

Unum Aspiring Leaders Year Long Program **2015**

UNIVERSITY SERVICE

Member, Faculty Rating of Administration Committee, UTC **2023- Present**

Member, Search Committee for Center for Career and Leadership Development Administrative Specialist **2022**

Member, Commission on the Status of Women, UTC **2021-2023**

Member, Quality Enhancement Plan Committee, UTC **2021**

UT Promise Mentor **2020-Present**

Modified 2024

DEPARTMENTAL SERVICE

Member, Search Committee for Director of Acquisitions and Content Management	2023
Chair, Search Committee for Part-time Access Services Specialist	2023
Chair, Search Committee for Access Services Supervisor, Weekend	2023
Chair, Search Committee for Part-time Access Services Specialist	2022
Chair, Search Committee for Access Services Specialist	2022
Member, Ex Libris Committee	2022-Present
Member, Faculty Council	2022-Present
Member, Search Committee for Facilities and Project Manager	2021
Member, Management Council	2020-Present
Member, Administrative Council	2020-2022
Member, Staff and Student Development	2020-2022
Member, Imagine Fall 2020 Reopen Task Force	2020

VOLUNTEER ACTIVITIES

Hamilton County Health Department, Contact Tracer	2020
UTC Career Development Success Center, Mock Interview Leader	2016-2017
Chattanooga Girls Leadership Academy, Mentor	2016-2017
Chattanooga's Kids On The Block, Event Staff	2009
Caribbean Student Environmental Alliance (now Waterways), Environmental Educator	2007

AWARDS

Chancellor's Blue Ribbon Award, UTC	March 2022
Unum Aspire Employee Recognition Conference Attendee	2015