

**NAME:** Theresa Croll

**TITLE:** Chief Human Resources Officer

**COMPANY/ORGANIZATION:** Pennsylvania Western University

**YEARS OF SERVICE:** More than two decades in HR (since January 2005 at PennWest).

**WEBSITE:** pennwest.edu

### **EXPERTISE AND LEADERSHIP:**

Theresa Croll brings over two decades of progressive leadership in human resources to her role as chief human resources officer at Pennsylvania Western University. Her career spans multiple sectors including public education, state government, and public transportation, showcasing her adaptability and depth of knowledge. At the Erie Metropolitan Transit Authority, she served as director of Human Resources, overseeing complex HR functions and labor relations. Before that, she spent nearly 15 years with the Commonwealth of Pennsylvania, developing deep expertise in union negotiation and public workforce management. Her leadership style emphasizes employee empowerment, organizational development, and strategic talent acquisition and retention. Theresa is committed to cultivating a work environment where faculty and staff feel both valued and motivated to succeed.

### **INFLUENCE AND INVOLVEMENT:**

Theresa is not only a recognized HR professional but also a dedicated public servant. She currently serves a four-year elected term on the PENNCREST School Board in Crawford County, where she has chaired pivotal committees, including labor negotiations and superintendent search processes. In her role as board chair for labor negotiations, she successfully led the effort to secure a new contract with the Pennsylvania State Education Association, demonstrating her influential leadership in high-stakes negotiations. Additionally, Theresa is a member of multiple professional associations including the Human Resources Management of Northwest Pennsylvania and the Pennsylvania Human Resources Association, where she remains engaged with ongoing professional development and HR policy dialogue. Her influence extends beyond her immediate professional roles to the broader HR and educational communities in Pennsylvania.

### **RESULTS AND ACHIEVEMENTS:**

Theresa's career is marked by tangible results and institutional improvements. As the Chief Human Resources Officer at PennWest, she leads the Office of Human Resources with a vision to attract, support, and retain top talent. Her strategic focus on employee engagement and empowerment supports university-wide goals of excellence and retention. In her role on the PENNCREST School Board, she secured a new PSEA contract and successfully chaired the superintendent search, both critical milestones for the district. These accomplishments reflect Theresa's ability to deliver measurable outcomes through collaboration, negotiation, and leadership. Her consistent track

record of achieving results makes her a model HR professional who embodies both strategic vision and operational excellence.

*Nominated by Ben Schlipf of PennWest.*