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Pioneer launches human resources consulting division

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Pioneer in Queensbury.
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QUEENSBURY – Pioneer, which offers banking services in Queensbury as well as the Capital Region, announced the launch of its newest line of business, Human Resources (HR) consulting. The new division will be headed by Miriam Dushane, a nationally recognized industry leader, who has been hired as vice president of HR consulting.

According to the company, Pioneer’s HR consulting division was created “in response to a growing need in the marketplace,” to provide HR expertise and services to small- and mid-sized companies. The new division offers on-site HR services, project-based HR work, and leave management services, serving both new and existing clients. HR consulting joins insurance, employee benefits, and wealth management as business lines beyond financial services offered by Pioneer to support its clients.

“In establishing an HR consulting division, Pioneer is deepening its commitment to supporting small- and medium-sized companies that are the backbone of our community,” said Thomas Amell, president and CEO of Pioneer. “Providing valuable HR expertise and services addresses the critical needs of businesses, enhances existing client relationships and builds new ones, and marks a pivotal step toward fulfilling our strategy of being ‘more than a bank.’”

According to the company, Pioneer’s HR consulting division will deliver services to business clients in three ways: through on-site HR services, in which an HR manager is assigned to a company to oversee all aspects of HR; project-based HR work, such as creating employee handbooks, overseeing audit compliance, providing training, and developing compensation studies; and leave management services, which involves enrolling employees in medical, caregiving or family leave programs and ensuring regulatory compliance with the federal government and multiple states, which has become a major area of concern for businesses.

“Through conversations with our commercial clients, it became clear that the need for HR support is significant and growing rapidly,” said Susan Hollister, executive vice president and chief human resources officer of Pioneer. “We’re delighted to now have the ability to provide essential HR know-how, programs and services, and excited to have a recognized industry leader in Miriam to ensure a first-class experience.”

As vice president of Pioneer’s HR consulting division, Dushane will lead a team that includes both existing HR personnel and new hires. A SHRM certified professional and a HCRI certified professional in human resources, Dushane brings nearly 30 years of HR leadership experience, most recently at Alaant Workforce Solutions, the recruiting and workforce services firm she developed and built into a nationally recognized industry leader over more than two decades. Under her guidance, the company was recognized by Forbes for five consecutive years as one of America’s Best Recruiting Firms, and received the prestigious Best of Staffing Client Diamond Award for Excellence in Client Service from ClearlyRated for the past nine years in a row.

“I’m thrilled to join the outstanding team at Pioneer and grateful for the opportunity to help build its new HR consulting division,” said Dushane. “My career has been focused on guiding business leaders in navigating the dynamic HR environment, which impacts every aspect of their operation. Powered by Pioneer’s sterling reputation and longstanding commitment to local businesses, I look forward to playing a vital role in supporting our clients’ growth and success.”

To learn more about Pioneer’s HR consulting division, visit pioneerny.com/hr-consulting.