

Jessica Claire

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Professional Summary

Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with coworkers and clients. Talented leader with analytical approach to business planning and day-to-day problem solving.

Skills

- Verbal and Written Communication
- Motivational Leadership
- Case Management
- Program Coordination and Execution
- Team Building
- Call Center Experience
- Recruitment and Hiring
- Crisis Intervention
- Staff Development and Training
- Decision Making
- Scheduling
- Microsoft Office Suite
- Handling Customer Complaints
- Regulatory Compliance
- Team Management and Supervision
- Program Evaluation and Improvements

Work History

07/2017 to Current **Advocate**

Inova Federal Credit Union – Elkhart, IN

- Provide direct client services, advocacy, support, and safety to victims of crime
- Provide information to clients on victim rights, resources, and services
- Facilitate awareness by providing educational opportunities within the community to various businesses, schools, colleges, employers and groups
- Communicate professionally with criminal justice agencies and systems partners to encourage a network of accountability
- Facilitate a system of community response/violence prevention within Douglas and Otter Tail Counties along with criminal justice professionals, human service agencies and other professional systems
- Assist and supervise training of new hires and volunteers, help coordinate and maintain their schedules
- Provide crisis intervention, information, advocacy and support to clients over the phone, in person and via Zoom
- Answer calls, including rotation on 24/7 crisis line, maintain accurate and complete client files, scan and upload documentation into database and coding key
- Draft and create professional letters, emails, and various handouts, posters and brochures
- Provide mandated reports to human service offices
- Foster relationships with local college, high schools, hospitals, area employers and treatment centers
- Provide trainings and speaking engagements to various committees and community agencies regarding healthy relationships, personal safety at work, elder abuse, internet safety, human trafficking, stalking, cultural inclusivity and other topics
- Arrange and schedule appointments with clients, systems professionals and community partners
- Assess clients for safety; arrange for safe shelter, transportation and appointments
- Accompany clients to law enforcement interviews, court hearings, emergency room visits, appointments, and other duties as needed
- Assist and provide advocacy with Orders for Protection and Harassment Restraining Orders
- Provide resources and support for incidences related to domestic violence, elder abuse, stalking, sexual violence, exploitation, financial abuse, human trafficking, internet and other crimes
- Attend trainings to stay abreast of changing laws related to domestic violence, sexual assault, and harassment
- Facilitate and schedule empowerment groups
- Help victims navigate through the court system; explain the civil and criminal process and prosecution procedures
- Attend court hearings to provide victims with support, attend criminal court in order to provide client with court updates, complaints, charges, pleas and sentencing of the offender
- Provide ongoing support, follow up and options to clients throughout their case
- Participate and plan agency awareness and quarterly fundraising events
- Post updates to agency social media sites, collaborate to create and publish agency brochures, booklets, and materials
- Attend trainings and workshops pertinent to ending relationship abuse, creating safety, and achieving social justice
- Maintain effective working relationships and communication with co-workers, supervisors, volunteers, interns, partners, clients and the general public
- MNCIS, Zoom, Microsoft Suite (SharePoint, Teams, Word, Excel, PowerPoint, Office 365) proficient.

09/2014 to 07/2017 **Program Coordinator**

Cuesta College – San Luis Obispo, CA

- Administration of the Energy Assistance Program by providing management to program staff
- Calculate and determine eligibility of applicants for programs, provide authorization of payments to client accounts and vendors
- Answer and/or redirect phone calls in busy call center environment
- Advised Unit Manager, HHS Division Director, and County Board on program policies and standards
- Advocate for clients in my service area by providing pertinent information and data to the Minnesota Department of Commerce regarding client needs
- Maintain accurate and complete files
- Provide courteous customer service to clients and vendors in a timely manner, prioritize applications according to urgency, calmly respond to clients in crisis efficiently and empathetically
- Utilize program procedures to ensure the optimum provision of services to clients and the agency
- Supervise, hire, train, and maintain staff for the energy assistance department
- Provide supervision and support to operate a 24/7 crisis line
- Conduct monthly reports to Minnesota Department of Commerce and maintain program integrity to follow state and federal guidelines of program efficiency
- Develop contracts with contractors and energy vendors for continued participation in the program
- Attend trainings and facilitate training for vendors on program guidelines and laws and hands-on training for the eHeat database
- Organized and managed Electronic Data Management System through all levels, from development and training to successful execution.

09/2010 to 09/2014 **Program Specialist**

Amita Health – Glen Ellyn, IL

- Evaluated program operations, successes and deficiencies, to identify concerns and recommend strategies to enhance processes and elevate results
- Administration of the Energy Assistance Program by determining eligibility of clients for programs, authorizing payments to clients and vendors
- Supervise energy assistance staff
- Verified and calculated client information on eHeat to determine program eligibility
- Enter applicant income into eHeat system to accurately determine eligibility according to federal guidelines
- Supervise, interview, hire, train and maintain staffing for the energy assistance department
- Develop contracts with furnace and energy vendors for continued participation in the program
- Facilitate training for vendors in order to train them on program guidelines and laws, as well as offer hands-on training for the eHeat database system
- Attend numerous required trainings per year
- Assist clients in filling out applications, respond to crisis situations on a daily basis, answer high volume telephone calls, draft letters and emails, work with heating/electric vendors and clients to resolve no heat situations
- Interview clients, both in person and over the telephone
- Maintain detailed records and files of daily activity including crisis cases and required file retention
- Scan, copy, and email information
- Work with community outreach organizations to assist clients in finding alternate solutions to address immediate needs.

08/2006 to 09/2010 **Human Resource Specialist**

Landair, Inc. – Oklahoma City, OK

- Responsible for HR duties and all areas of employee relations in a 500+ employee food manufacturing setting, including: benefits, EEO/AA, recruiting, training, testing (drug/alcohol, background checks), job posting/bidding/awarding, labor contract compliance and administration
- Responsible for maintaining strict confidentiality regarding employee employment and medical records, including drug testing
- Work closely with management and personnel to assure fair administration of labor contract language as it relates to overtime, seniority, and benefit qualification
- Assist employees with benefit paperwork including insurance, 401k, vacation requests and unemployment compensation
- Entered and maintained employee personnel records and payroll electronically using Microsoft Windows, Word, Outlook, Excel, Kenexa Brass Ring, PowerPoint, Great Plains and Time Trak software
- Responsibilities included safety committee coordination, training employees, interviewing and hiring, attending job fairs, travel to corporate locations within the United States
- Workers compensation, FMLA, OSHA, Unemployment, updating employee benefit information and applying benefits administration
- Upholding corporate policy and resolving employee grievances and serving as liaison between management, production supervisors, and employees.

Education

Bachelor of Arts: Organizational Leadership Business Management

The College of St. Scholastica - Duluth, MN

Associate of Applied Science: Paralegal

Minnesota State Technical And Community College - Detroit Lakes, MN

Additional Information

- Comprehensive list of trainings available upon request
- Fully vaccinated and boosted against Covid-19, verification provided upon request.