

JENNIFER HILL

...seeking a challenging, new opportunity

BACKGROUND

Presently I oversee a 4 person crew for a water utility providing service to approximately 60k residents. As supervisor of the Meter Department I have maintained a continuing goal of sincere customer service at each point of interaction with the public. Along with the day-to-day duties listed below, I have focused on process improvements system wide, reviewing and analyzing procedures to effectuate the lowest cost to the utility, while maintaining an expected level of quality and service. Most recently, transitioning to 95% paperless work processes via Acrobat PDF. Increased productivity by 157%, while reducing actual labor hours by 50%. I am presently Assistant Project Manager on a large-scale utility upgrade/replacement program, moving the utility toward total remote-reading, accurate metering, interval data logging for customer consumption analysis, and reduction of water loss.

Plans, prioritizes, assigns, supervises, and reviews the work of staff involved in meter reading, field customer service, high bill complaints, collections, and disconnections for delinquent accounts.

Responsible for selecting, training, motivating staff. Prepares performance appraisals, implements disciplinary action and termination. Develops long-term department goals and route architecture improvements, QA/QC of GIS Data integration. Identifies and rectifies inefficient work flow processes. Participates in budget preparation and administration. Prepares labor/cost analysis for future projects.

Responds to customer inquiries and complaints that were not resolved through typical customer service procedures, or have escalated to a supervisory level, both in the field and through call queue. Resolves sensitive customer issues.

Team-building and monthly brainstorming/staff meetings. Coordinates Meter Department staff activities with those of other departments.

Prior to my public sector service, I was a Merchandise Working Lead for the Walt Disney Company. I was responsible for the day-to-day operations of a large and incredibly fast-paced retail store located in the Disneyland Resort.. Typically, I supervised a crew of 4 to 14 cast members in an unusually hectic and crowded environment. Notably, I was the Primary Lead for staffing, merchandising, soft/actual opening of second largest retail operation in the Park.

Prepared daily work rotation/schedule for cast members. Maintained and balanced manager's fund and multiple cash registers, Analyzed labor cost, inventory control, Visual Merchandising, Interior displays. Resolved an *unbelievable* array of guest issues and complaints. Participated in group performance evaluations. Trained new cast members in cash handling, and guest services.

TOOLBOX

Articulate verbal and written skills.
Robust background of customer service and public service
Strong negotiating and team-building skills
Diplomatic and respectful leadership
Confident Public Speaker
Thorough, organized. analytical

SOFTWARE

Adobe Acrobat (Advanced)
Access
CityWorks CMMS/Asset Management
Cogsdale Utility Billing
Excel
MS Dynamics/Great Plains
OneNote
PowerPoint (Advanced)
Publisher (Advanced)
Scribus
Serif
ThinkFree Office
Word

EXPERIENCE

1998-Present Yorba Linda Water District
Meter Services Supervisor, Meter Reader II, Meter Reader I
1995-1998 Serrano Water District
Customer Service, Billing, A/P, A/R, Meter Reading
1990-1995 Disneyland
Merchandise Working Lead, Trainer, Executive/VIP Area Representative

EDUCATION-CERTIFICATION

University of Southern California, Marshall School of Business- Professional Project Management Certificate- in progress
California Department of Health- Certified Water Distribution Operator Grade 2
AWWA- Water Conservation I/II
Fullerton College- Advertising Copy and Layout Award 'Excellence in Communication'

CONTACT

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