•Team Lead for three DVR (Division of Vocational Rehabilitation) & MASST (Department of Labor, Mature Alaskans Seeking Skills Training) Volunteers teaching the use of copiers, mail outs, computer skills and related clerical and file duties

•Developing visual training materials for copiers, fax, file and archiving processes

•Screen incoming Provider Certification Packets, determining if required materials are included and entering the new agency into the state database

•Develop charts and graphs for Department, State and Federal reports and provide ongoing technical assistance during updates monthly

•Develop tracking process and improve complex process

•Compile and verify statistics based off of data collected for Federal reports

•Act as software & hardware user tech support; troubleshooting Office 2007, various printers and fax machines

•Analyze the need to develop systems that make work flow more productive through understanding each worker’s role in the process and how to streamline it

•Mail merge Excel lists to letters, tracking sheets and labels for various tasks creating both forms and spreadsheets as needed

•Plan & implement the file re-organization projects to combine file groups for coherency and to reduce risk of injury

•Support staff for Quality Assurance Unit of fifteen professionals

•Manage centralized e-mail inbox for Critical Incidents

Administrative

•Cut Management Information Systems input time by 50%

•Create templates used for generating reports

•Input client data and statistics into database

•Develop Statistics report for use in grants

•Brainstorm ways to streamline the administrative processes

•Answer phones & questions from the public

Computer Instruction

•Develop class curriculum

•Teach computer classes

•Aid students in preparation for the Microsoft Office Specialist exams

•Answer student questions about various software

Career Development Mentor

•Teach goal setting workshops

•Confer with clients to determine what program will be most helpful

•Assess clients for barriers and brainstorm ways to overcome them

•Draft and edit resumes, cover letters and other business correspondence

•Direct clients to appropriate resources and assists clients in their use of outside assistance

•Assist clients in registration for and use of the ALEXSYS system for the Department of Labor

•Conduct job-matching to find good fit between clients and hiring companies