

Opportunity Knocks

We have the key to your hiring needs.



A Senior Employment Center Update

April 2009

Vol.3, Issue 3

AKRON SEC OPENS CALL CENTER

The Senior Employment Center (SEC) opened a new Customer Service/Call Center, February 17, 2009. It is located at the main office on South Portage Path in Akron.

The concept for the Customer Service/Call Center developed through a series of discussions on what new areas of training should be considered to expand job opportunities for mature workers. The decision to establish a "simulated" call center, for use as a training tool is easy to understand considering an article in the March 2009 issue of Connections magazine "Seniors Helping Seniors Is Proving to Be Effective," by Claudia Timbo.

Customer Service/Call Center occupations are among the top ten most rapidly growing occupations. Many seniors are being recruited to help other seniors in a variety of fields by answering calls on

See Call page 6

Have a job opening? Just select a category:

Administrative Assistant
Construction
Customer Service
Dance/Activities
Driving/Delivery
Finance
General Office
Home Health Aide
Human Resources
Management
Manufacturing Purchasing
Medical
Patternmaker
Retail Cashier/Warehouse
Quality Control/Inspection
Sales
Teaching/Counseling

These People Are Available for Immediate Hire

ADMINISTRATIVE ASSISTANT

Bonnie D. is looking for an administrative assistant position where she can use her computer skills and other general office experience. She is an accomplished secretary having experience with Microsoft, Microsoft Works Data Base, copiers, and fax machines. Her keyboard speed is 55 wpm. Bonnie is looking for a full-time position with benefits.

Charlene G. is seeking an Administrative Assistant position where she can apply her experience with contract administration, legal forms and documents and multi-line telephone systems. Strong computer and typing skills and a no-nonsense approach to business allow Charlene to be a real contributor to any organization's success. She is adept at preparing reports and coordinating projects and has a Notary License as well.



Joyce Z. is seeking a full-time administrative assistant/customer service position. She is proficient with Microsoft Word and Excel and comes with very office skills and excellent customer service capabilities. Her attitude is positive and you will find that she is organized and dependable.

CONSTRUCTION

David N. is the person you are seeking. He works well with supervisors, owners, contractors

and design professionals. He inspects and reviews projects according to building and safety regulations. David has experience with power tools and design plans. Contact David with a full- or part-time position.

CUSTOMER SERVICE

Banking/Customer Service

Marvie B. has experience as a teller and personal banker. An outgoing, personable, and dedicated worker, Marvie brings enthusiasm and knowledge to her job. She has trained new employees and thrives in a team environment.

Customer Service/Administration

Janice O. has answered multiple phone lines, taken detailed and accurate messages, or transferred calls to appropriate individuals, as well as greeted and assisted patients with accurate, courteous and up-to-date information. Janice is skilled at working to resolve problems to meet patients' needs and scheduling appointments in a way that ensures sufficient time for a variety of appointment types.

Rebecca N. is seeking an office position where her experience with customer service, multi-line telephone systems and data entry can make a contribution to her employer's success. She is comfortable



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with MS Word, Excel and Outlook. Rebecca has worked in both hospitals and banking.

Suzanne A. is an experienced, enthusiastic, and flexible professional, and she is seeking a position where her many skills can make a contribution to success. She has arranged conferences and meetings, scheduled appointments, and travel arrangements. In addition, she has prepared general correspondence, presentations using PowerPoint and overheads, monthly statistical reports using Excel, and updated monthly expense accounts for senior management. She also served as supervisor for volunteers who assisted with clerical duties.

Customer Service/Clerical

Anne S. is seeking a position where her clerical and customer service will make a positive contribution. She has been able to handle telephone requests and phone orders in a professional and pleasant manner. Anne has greeted and assisted customers with accurate, courteous, and up-to-date information, as well as working to resolve problems to meet customer satisfaction. She traced back-orders in a fast and efficient manner to resolve customer complaints and scheduled appointments for all customers to meet quotas and promote sales.

Customer Service/Educator/ Graphic Design

Sara D. is looking for a position as a customer service representative, a teacher or a graphic designer. She is qualified in many areas including project coordination, ad design and magazine layout, and sales. She has a special education teaching certificate, K-12. Sara is positive, dependable and can deliver a quality product in a timely manner. She collaborates well with others, yet can work independently, and can work well under pressure. She has computer skills on MAC and PC platforms. She is quick in Design, Page Maker, Acrobat Illustrator, Photoshop, Word, Power Point and Excel. Sara is seeking a full-time position with benefits.

Opportunity Knocks

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Customer Service/General Office

Barbara D. is seeking a customer service/general office position. She has computer skills, using Microsoft Office, and has done data-entry. Barb knows how to use a copier and fax machines, and she has experience with a multi-line telephone system. She has knowledge of numerical and alphabetical filing. She is seeking full-time employment with benefits.

Customer Service/Training

Sandra W. seeks a position in customer service or training. In her career, she has done data entry, answered incoming calls, and managed correspondence with customers. She provided customers with accurate up-to-date information on bank accounts, and investigated and resolved customers concerns in a timely and courteous manner, insuring customer satisfaction. Sandra assessed the training needs of employees, using focus groups and consultation with management. She also organized and directed orientation and training for employees and presented information using a variety of instructional techniques and formats, such as role playing, simulations, team exercises, group discussions, videos and lectures.

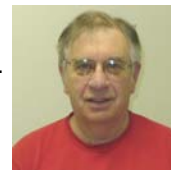
DANCE/ACTIVITIES INSTRUCTOR



Patricia B. is seeking a position as a dance instructor. She has extensive experience teaching a variety of dance styles to all age groups from children to seniors. As the manager of a studio, she kept the books, managed receivables and payables, and marketed the business.

DRIVING/DELIVERY

Glen P. is seeking a driving position. He has experience driving vehicles up to three tons. He has served as a delivery driver and courier/messenger. Glen is a dedicated, hardworking individual with many years of perfect attendance.



Randy F. Randy is seeking a driving position (no CDL). He has experience picking up and delivering materials. Randy is a very dependable, unflappable individual with good computer skills. He also has extensive experience in painting, drywall and finish construction.



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FINANCE

Accounting/Bookkeeping

Glen C. has extensive experience with QuickBooks Pro and has worked in both the medical/dental and commercial business environments. Glen also has been responsible for accounts payable and receivable, purchasing and bank reconciliations. His attention to detail, knowledge, and no-nonsense approach will make him a valuable asset to any company.

Accounting/Collections

Blanche E. is a dedicated, hard-working individual with experience reconciling accounts, preparing financial statements, and benefit administration. She maintained and collected past due accounts for 22 wholesale centers with receivables of \$8 million. She has worked with SAP computer systems and Sarbanes/Oxley compliance. Blanche has a history of steady advancement in her career and has been recognized for her talents, skills, and loyalty.



Bookkeeping

Rita P. is looking for a bookkeeping position where she can utilize her experience in payroll, monthly statements, and data entry. She has worked with Peachtree accounting software and is proficient in Word and Excel. Rita is a goal oriented individual with excellent communication skills, qualities she has put to good use in collection of past-due accounts.

Bookkeeping / Accounts Payable

Bill B. is interested in a bookkeeping/accounts payable position. Bill operates office machines including, but not limited to copiers, fax machines, calculators, and computers. He has created spreadsheets in MS Excel for budget/expenses and profit/loss statements for various departments. His background also includes general ledger experience. Bill has worked in a nursing home environment. He managed a convenience store as well as a fast food store. He taught manager-training classes including customer service.

Finance/Banking

Michael G. has worked in the financial arena developing skills in several areas of banking processes. He has opened new accounts and given advice regarding investment options. He easily establishes and maintains relationships with individual and business customers and pro-

vides assistance with problems customers may encounter. Highly professional and personable, Michael is capable of directing and coordinating financial activities of workers in a branch, office or department of a financial institution such as a bank or credit department. He is looking for full-time employment with benefits.

GENERAL OFFICE

Freddie H. is seeking a General Office position. She has served as receptionist for six departments and as an Accounts Payable clerk. Freddie has prepared bulk mailings, was responsible for handling money and preparing deposits, and training new hires in her department. She is a team player with an engaging personality who enjoys working with others.

General Office/Records

Joan R. is seeking a general office position on a full-time basis. As a clerical assistant, Joan has answered telephones, directed calls appropriately, and performed data entry to maintain customer records. She has experience with Microsoft Word and Excel, copy and fax machines, adding machines, calculators, and cash registers. She excels at multi-tasking and always welcomes new challenges.

Office Assistant / Clerical

Maryladene P. has clerical experience and is familiar with operating fax and copying machines. Her computer skills include Microsoft Office, Excel, Power Point, and Mail Merge. She has been a receptionist, answering a multi-line phone system. Maryladene is very cooperative and easily gets along with others. She is seeking a full- or part-time position.

Receptionist

Nel N. operates a multi-line phone system, screening and transferring calls appropriately. She provides information to customers using a computer, mail or facsimile machine. She maintains and copies records of office activities and business transactions. Nel reviews incoming mail and prepares outgoing mail. Contact Nel if you are in need of a receptionist.

HOME HEALTH AIDE

Brenda P. is a caring, compassionate individual with experience as a nurse's aide. She has provided patients with emotional support and instruction in areas such as independent living, adaptation to disability, and coping with illness. In addition, she has prepared and served meals to patients in compliance with dietary needs, cleaned quarters, washed and ironed laundry, dusted, and cleaned windows. Brenda has assisted with ambulation in and out of



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beds, baths, wheelchairs and vehicles and provided support for dressing and grooming. She also has scheduled medical appointments and assisted in helping patients with medical providers.

HUMAN RESOURCES

Business Education/Human Resources

Leowan S. is seeking a position in training or Human Resources. She has extensive experience as a Safety Trainer in a manufacturing environment where she inspected and evaluated workplace environments, equipment, and practices to ensure compliance with safety standards. As an Hourly Personnel Representative, Leowan provided guidance to employees to resolve issues such as unemployment eligibility, medical reinstatements, and retirement requests. She has a history of steady advancement in her career, a testament to her commitment to continually learn and improve.

Human Resources/Clerical

Ina S. is a highly motivated receptionist and Human Resources assistant. She is a dedicated, punctual, and dependable employee. Ina is a detailed-orientated team player with exceptional communication, organizational, multi-tasking, time management, and problem-solving skills. Computer skills include Microsoft Word, Excel, PowerPoint, and Word Perfect. She can type 50 wpm, with 90 percent accuracy. Ina has experience training new hires in a variety of tasks.

INDUSTRIAL ENGINEER

Herbert W. is seeking consulting projects to improve manufacturing operational productivity. He has analyzed, developed, and implemented improved methods and procedures in offices and manufacturing operations involving metals, plastics and rubber. With a sharp focus on return on investment, Herbert has an impressive track record of improving efficiency and reducing costs for major manufacturers. A degreed, experienced professional, he is well positioned to make an impact on your manufacturing operation.



LIBRARY ASSISTANT

Andrea B. is looking for a position that will utilize her reference librarian experience and extensive clerical skills. She has a strong commitment to customer service and is a highly motivated, organized individual. Andrea types 40 wpm and has experience performing clerical activities such as filing, typing, word processing, photocopying, and mailing materials and mail sorting.

MANAGEMENT

Dan, S. is a resourceful non-profit organization executive, with significant experience and accomplishments in the management, sales, and marketing areas. He is seeking a position where he can apply his many skills. Dan has a proven record in strong fiscal management, human relations management, public relations, sales and marketing, fundraising, team building, and grant writing.

MEDICAL

Medical Billing

Lynda N. is seeking a position in Medical Billing. She has extensive experience with secondary billing after primary insurance payments have been received and posted. She is familiar with Medicare and Medicaid forms and procedures. Lyndia also has experience in collections and credit reporting. A dedicated, organized, and dependable worker, Lynda will be a productive asset to her new employer.



Registrar Nurses

Dorothy R. is a Registrar Nurse seeking an advocate position helping clients to obtain needed services and equipment, implement services, and schedule assistance, as well as representing patient to receive resources available. She can work independently or as a team member to achieve and establish services through case management. Dorothy has provided in-home assessments and doctor follow-up to maintain prescribed care, services and quality. Dorothy has monitored all aspects of patient care, including diet and physical activities, as well as prescribed duties to assure prompt professional service in compliance of regulations. Dorothy has an excellent attendance record with a caring, compassionate, and helping personality.

Respiratory Therapist

Robert C. would like a position as a home-care respiratory therapist. He has experience in the home-care area and finds the work interesting as well as challenging. Ron holds a Respiratory Care Practitioner (RCP) license from the state of Ohio and is a registered therapist. He would like a full-time position with benefits.



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OFFICE MANAGER/PURCHASING

Edward J. is seeking a position in office management/purchasing. He has managed a purchasing budget of \$10 million, conducted quality audits on U.S. and overseas suppliers, and monitored incoming shipments from foreign and domestic sources. Edward organized accounting, purchasing, and human resource functions to meet expanding needs and maintained full responsibility for office management, purchasing, production scheduling, inventory/materials management, and project management.

PATTERNMAKER

John W. can set up and operate machine tools, such as milling machines, lathes, drill presses, and grinders, in order to machine castings or patterns. He is able to read and interpret blueprints or drawings of parts to be cast or patterns to be made, then compute dimensions and plan operational sequences, as well as verifying conformance of patterns or template dimensions to specifications, using measuring instruments such as calipers, scales, and micrometers. John also is a licensed forklift operator.

RETAIL CASHIER/WAREHOUSE

William K. is seeking a position as a cashier or warehouse worker. He is experienced in cash register opening and closing procedures, accurately handling customer transactions and counting the drawer. William has picked merchandise for orders and prepared UPS shipments. He is very dependable and detail oriented.

QUALITY CONTROL/INSPECTION

Richard S. has an uncompromising commitment to integrity and productivity and is eager to contribute to a quality organization where superior achievement and contribution to attainment of company objectives are recognized and valued. He has experience as an airline mechanic, quality-control inspector, and production supervisor. Attention to detail and the ability to work within strict deadlines and regulations have been the hallmarks of Richard's career. He has experience as a working supervisor having managed a crew of 30.

SALES

Residential Sales

Sandra H. is seeking a full- or part-time position in residential sales or leasing for senior communi-

ties. She is willing to travel. Sandra has experience in sales and customer service, and she has owned and managed her own business. She would like benefits

Sales/Marketing

Bill E. is seeking a Sales/Marketing position. Bill has a consistent track record of increasing sales with existing customers and developing new business. He has managed company trade-show activities and designed and executed marketing campaigns. Bill is a professional, dedicated individual with long experience representing manufacturers. Bill has a BA in Industrial Psychology for Ohio State.

Guy G. brings an entrepreneurial spirit and extensive retail experience in seeking a sales/marketing position. He has identified prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences. Guy coordinated and participated in promotional activities and trade shows, working with developers, advertisers, and production managers, to market products and services. He has directed the hiring, training and performance evaluations of marketing and sales staff and overseen their daily activities.

TEACHING/COUNSELING

Brenda, B. A caring, compassionate professional, Brenda is seeking a position where she can apply her varied experience. She has taught learning-disabled students, developed Individualized Education Plans, and conducted assessments. As a Masters level counselor, Brenda worked with families and children to assess child abuse and neglect issues and provided individual and family therapy to address needs of clients.

Congratulations!

Best of luck to Evelyn H., Josephine K., Ester F., Nancy C., Priscilla P., Robert S., Harry L. and Patricia M., who have gotten jobs recently.



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issues such as health insurance choices and a variety of customer service venues.

In fact, call centers are being touted as solutions to “companies who are shifting from in-house customer service operations to outsourced providers (call centers) in order to improve customer support, reduce costs, leverage advanced technologies, and connect with customers across a variety of mediums,” according to the Connections article.

Another factor driving demand is the rapidly growing senior population, which will double to 70 million over the next twenty years [U.S. Census Bureau], which in turn is spurring the numbers of services being marketed to seniors.

Currently, trainees focus on outbound calls, applying their new skills to update SEC's databases, to invite employers to events, to follow-up on employment opportunities, and to inform local employers about SEC's program. “It really is interesting to see how quickly the people in training adapt to the process,” said Nicole Kieffer, Call Center Supervisor. “I think it is because most mature workers already have a strong grounding in conversational manners, and that is a big part of being



Call Center trainees with Nicole Kieffer standing at far right. successful as a customer service operator.”

From an employer's perspective, SEC's Center provides trainees with well-rounded customer-service and call-center skills. Trainees learn to be comfortable with the use of headsets and cue-response screens, as well as becoming familiar with various data entry systems.

Trainees learn the best methods to handle complaints, answer questions, and direct callers to other resources. The next Training Session begins April 30, 2009.

The Senior Employment Center is a member of the Association of TeleServices International, Inc., and SEC's call center utilizes training materials from a variety of sources, including the Call Center School.

Senior Employment Center invites you to join us for our Spring

SPEED NETWORKING EVENT

Meet with other business professionals as we engage in a series of round robin discussions to exchange ideas, share presentations about our service, and get a better idea of the business opportunities in our community.

Thursday, May 28 10am- 2:00pm

Let's Talk!

First United Methodist Church - 263 E. Mill St. - Akron, Ohio
Seating is limited to 60, so make your reservation early.

Participation is \$5.00 at the door, and includes lunch and raffle tickets for our door prizes. RSVP to 330-762-8666 x 174 by May 14, 2009.



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