

Opportunity Knocks

The key to your hiring needs.



A Senior Employment Center Update

May 2009

Vol.3, Issue 4

Coffee and advice make perfect partners

The coffee is hot, the breakfast rolls are set out and people are gathered together. The event is the quarterly meeting of the Senior Employment Center Business Advisory Board of Summit County.

Each quarter professionals from all fields of business come to the Akron offices of the Senior Employment Center (SEC) to offer advice and counsel regarding current trends in employment in the area. They share what is happening in their field, and have a chance to network with their peers on issues all businesses face every day: training, hiring, management, accounting, ROI - you name it and the topic is bound to come up. Lately, a lot of the discussion has centered on ways to reduce costs while still maximizing returns.

The brainstorm for creation of this board came from Don Zirkle, the Training and Placement Coordinator for the SEC Job Club. "I wanted to invite the business commu-

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These People Are Available for Immediate Hire

ADMINISTRATIVE ASSISTANT

Bonnie D. is an accomplished secretary who has experience with Microsoft Word, Microsoft Works Data Base, copiers, and fax machines. Her keyboard speed is 55wpm. 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 contact 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 good office skills and excellent customer service capabilities. Her attitude is positive and you will find that she is organized and dependable.



Marcia S. has answered and triaged phone calls, scheduled new and existing patients appointments for four doctors and two therapists and performed data entry. Marcia also set up filing system for two offices, pre-

pared file copies for other doctors upon request and maintained filing systems. She collected fees or set up payment schedules as well as trained new employees. She is also completing an Associates' Degree in Accounting.

BENCH FINISHER



Alan B. is seeking a position where his machine shop experience can make a positive contribution. He has cleaned, deburred, chamfered, beveled, drilled and tapped machined parts using hand and power tools. Alan also has completed detailed bench finishing on models and patterns used for tire tread-ring molds, and performed hand and machine polishing on steel and bronze machined parts to be used in stamping die machinery. Alan's strong work ethic and commitment to quality will make him an asset to any company.

CASHIER

Tresha L. is seeking a cashier position. She has had training from a major retailer on all equipment used including cash registers, credit card machines, check machines, and price guns. A very personable individual, Tresha is adept at making customers feel at home in her place of business and assuring their satisfaction.



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CLAIMS ADJUSTER

Eddie D., an experienced property claims adjuster, is seeking a position to advance his career in his field. He has investigated, evaluated, and settled claims, applying technical knowledge and human relations skills to effect fair and prompt disposal of cases. Eddie has experience with Microsoft Word, Excel, and Power Point, as well as claims software. Eddie is a compassionate individual who truly enjoys helping his customers through trying times.



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



Walter H. is proficient in Microsoft Word, Excel, and Power Point; and he has experience in both retail and call-center environments. Walter's positive attitude and engaging personality allow him to interact and communicate effectively with both customers and co-workers.

Donna R. brings an extensive customer service background to her search for a new position. She works well with clients, one on one, to ensure all available services are offered. Donna has experience resolving customer issues and complaints to everyone's satisfaction.



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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 resolving 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 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 Power Point and overheads, monthly statistical reports using Excel, and updated monthly expense accounts for senior management. She also has 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 experience 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 tracing back-orders in a fast and proficient manner to resolve customer complaints. She also has 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 prod-



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uct in a timely manner. Sara collaborates well with others, yet can work independently, and she works well under pressure. Her computer skills include both 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.

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 also has knowledge of numerical and alphabetical filing. Barb 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 has 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. 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. Pat is looking for a position as a dance instructor.

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. 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. Randy is seeking a driving position (no CDL).

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



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with individual and business customers and provides assistance with problems customers may encounter. Highly professional and personable, Michael is capable of directing and coordinating financial activities among 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.



General Office / Warehousing

Sandra J. is knowledgeable concerning all clerical functions in a large warehouse/distribution center. She has kept records, prepared paperwork for claims to be filed for damages and shortages, and entered data into the computer system. Sandra also answered phones, directed calls, took messages, and scheduled delivery trucks. She prepared paperwork for outbound shipments being returned to vendors, such as Bills of Lading, Pick Lists, and Customs paperwork. Sandra is seeking a general office position.

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. Nel maintains and copies records of office activities and business transactions. She also 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. Brenda has scheduled medical appointments and assisted patients in their interaction with medical providers. She also has assisted with ambulation in and out of beds, baths, wheelchairs and vehicles, and provided support for dressing and grooming. In addition, she has prepared and served meals to patients in compliance with dietary needs, cleaned living quarters, washed and ironed laundry, and dusted and cleaned windows.

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 also 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 words per minute, 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 manufac-



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turing 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 bright, motivated, organized individual. Andrea types 40 words per minute and has experience performing clerical activities, such as filing, typing, word processing, photocopying, 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, Lyndia will be a productive asset to her new employer.

Registrar Nurse

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 atten-

dance record and 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.

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



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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 the residential sales or leasing for senior communities. She is willing to travel. Sandra has experience in sales and customer service. She has owned and managed her own business. Sandra 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 to 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.

SHIPPING / RECEIVING

David K. From designing shipping containers to negotiating pricing with transportation vendors, David's experience in shipping/receiving is comprehensive. He has prepared annual budgets for management approval and maintained actual spending within those limits. David's computer skills include Microsoft Office as well as BAAN Floor Inventory Management System and Csarlite Traffic Management System.

John P. is seeking a shipping/receiving position. He has unloaded semi trailers and box trucks, verified counts and condition of incoming merchandise and processed receipts of received items and entered data into computer



inventory. John has also packaged and prepared orders for distribution to customers through various means: UPS, FedEx, etc. John has experience using forklifts as well as training others for forklift certification.

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.

Business cont'd from p. 1

nity to come and see what we do here," said Zirkle, "and have them give us their input. Our goal is to provide the training and support needed to generate quality employees for the commercial business sector, and the only way to understand the needs of that sector was to meet with the employers."

The response he got to his invitation was better than he had expected. "The people who come may change month to month based on their schedules, but we generally have a good group and the discussions are always interesting," added Zirkle.

Membership is open to anyone who has a business in the Summit County area, and there is no fee to attend. If you want more information, you can visit our website www.matureservices.org/businessadvisoryboard.php

The next scheduled meeting is August 6th following the summer break. If you are interested in attending, just give Don Zirkle a call at 330-762-8666 x174.



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