

City of Salem – Salem, OR 04/2005 – Present

Senior Court Operations Specialist, Municipal Court

06/2013 - Present

- Criminal arraignments, motion hearings, sentencing's and compliance dockets courtroom clerk; support court staff as needed – viewed as highly valued team member supporting the court's goals and mission
- Process and track warrant issuance and recalls (6,000+ annually) - demonstrating high level of knowledge retention resulting in the ability to accurately and rapidly process warrants in timely fashion
- Process and track release agreements, coordinate court docket, video arraignments, schedule defendant's attorney appointments, and create law enforcement officers daily transport order - demonstrating ability to successfully perform tasks in a high-volume/high-stress environment with speed and accuracy on daily basis
- Review case files for inconsistencies, present to Municipal Judges; proactively provide judicial assistance – demonstrated attention to detail and adherence with court record requirements

Collections Specialist, Finance Department/Municipal Court

04/2009 - 06/2013

(position simultaneously performed with above 2013 thru 2014)

- Reviewed, tracked and processed overdue payment notices; coordinated notifications with DMV and collection agencies; managed recalled collections and reissued as needed – successfully collected aged accounts of \$2MM+
- Established and managed departmental bankruptcy protocols in coordination with legal department, collection agencies and DMV - streamlined tracking system resulted in decreased processing time while retaining optimal results
- Managed Department of Revenue Tax Intercept (DOR) payments received; matched and applied payments to applicable court cases, audited, researched as necessary; documented and forwarded payments to Finance Department – repeatedly demonstrated ability to successfully and accurately assess and process payments
- Researched and reviewed defendants ability to pay fines; independently assessed and determined outcomes - repeatedly demonstrated ability to address and resolve issues

Permits Specialist, Building and Safety

11/2005 - 02/2009

- Issued residential and commercial permits and licenses; assisted customers in determining, procedures, documents and fees required; proactively worked with finance department to collect aged accounts - demonstrated a high level of knowledge retention resulting in the ability to accurately and rapidly process requests, included learning/utilizing specialized computer application
- Assigned parkade account audit project lead proactively reviewing and discovering oversold parking spots/permits; expedited reporting, reduced error rate, and improved parking policies
- Responsible for training new-hires to meet department objectives, and deliver quality services

Education/Certifications

- Associate Arts (AA), Human Services / Bachelor of Management (BMGT) / Juvenile Corrections Certification / Northwest Christian University – Eugene, OR / 2018

Competencies/Transferable Skills

- Highly organized and detail-oriented with a demonstrated ability to correctly prioritize responsibilities and successfully multi-task in a high-volume environment with speed and accuracy on a daily basis
- Exceptional service skills with recognized ability to address/resolve conflicts and concerns
- Demonstrated commitment to operational integrity, policies, procedures, regulatory requirements
- Develop, manage, maintain workflow and operational procedures/systems
- Strong verbal and written skills with all levels of personnel; positive, approachable, clear, and consistent communication style; warm and engaging interpersonal skills
- Ability to work independently or as valued member of a team offering contributions supportive of building positive working relationships within diverse, cross-functional environments and teams
- Known for strong work ethic and ability to quickly adapt to new routines and requirements
- Industrious, consistent, and thorough; actively seeking and identifying opportunities for improvement, developing relevant solutions with an ability to assimilate new skills and information quickly, welcome and value development opportunities
- Financial management: AP/AR, budgeting development/controlling, reporting, processing & management
- PC Proficiency including but not limited to: MS Office (Word, Excel, PowerPoint, Outlook); ability to learn new programs quickly