

Barbara J Bell

Email: barbarajbell2121@gmail.com

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I am very interested in the City Manager open position in Flagler Beach. I believe my knowledge, skills and abilities are a good fit.

I was the Supervisor of Customer Service for Rochelle Municipal Utilities for almost twelve years. I reported directly to the City Manager. In addition to supervising the customer service and billing representatives, I benchmarked customer service policies and procedures. I also assisted with creating the City of Rochelle employee handbook and researching company policies. I maintained relationships with our key utility accounts and supervised the energy and water efficiency programs.

I was responsible for the electric, water, waste water, internet and garbage billing. As a result, I attended all utility staff meetings and kept informed of all related projects. I have a solid understanding of how each utility functions. I also created the agendas and ran the utility advisory board meetings.

I was also responsible for the Customer Service budget (\$613,000), the electric administrative budget (5,600,000) and the customer service CIP. I assisted with creating and maintaining the electric purchasing budget (\$21,500,000) and participated in purchasing the power for the City of Rochelle. I presented budget information and made recommendations to the City Council.

I completed the Public Administration Master's program at Northern Illinois University in 2018. The program included training in principles, practices and theories of urban planning, community/economic development and design, and zoning/subdivision design. I look forward to applying everything I learned to the position.

The attached resume provides a more detailed description of my qualifications. Thank you for your consideration.

Sincerely,

Barbara Bell

BARBARA JOANNE BELL

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CELL:

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EXPERIENCE

Supervisor, Customer Service, City of Rochelle, Rochelle Municipal Utilities, Rochelle IL. May 2008- March 2020

Rochelle Municipal Utilities is a municipal-owned utility responsible for electric, water, water reclamation and Internet services. RMU services approximately 7000 accounts.

Supervise Customer Service Representatives and Billing Clerk. Responsible for all billing functions, maintaining billing software (Caselle) and customer communications. Schedule automated meter readings using Elster meters. Maintain customer service and building budgets. Setup an integrated voice response system. Manage incentive programs for all customers. Maintain relationships with key accounts. Speak as needed to City Council and other local organizations. Maintain energy and water efficiency programs. Prepare reports and spreadsheets as needed.

Various Positions, Furst Staffing, DeKalb, IL. September 2007-May 2008

Furst Staffing is a temporary staffing agency.

Inventory Control Clerk (OS&D) at Nestle, DeKalb, IL. Research and resolve carrier coverage shortage and damage product claims. Maintain carrier relationships via telephone, fax and e-mail.

HR Assistant at Del Monte Foods, Rochelle, IL. Record attendance information, prepare graphs and charts for managers, conduct phone interviews with applicants, schedule interviews, and clerical duties as needed.

Office Manager, American Home Loans, Mt. Vernon, IL. July 2003-October 2007

American Home Loans was a branch office brokering residential and commercial mortgages.

Supervise Loan Officers. Maintain budget. Process residential and commercial mortgage applications. Recruit, screen and interview all loan officer candidates. Write and evaluate job descriptions. Maintain computer operations and systems. Responsible for all HR functions, including payroll, employee relations and training.

Human Resources Generalist, Walgreen's Distribution Company, Mt. Vernon, IL. August 2001-May 2003.

Walgreen's Distribution Center is a distribution center employing approximately 1400+ employees. There are 3 shifts (1st, 2nd, and 3rd).

Supervise non-exempt team members. Delegate job tasks. Conduct sexual harassment investigations and other investigations as needed. Create and issue documented consultations and warnings. Conduct terminations. Manage by walking around. Resolve employee insurance issues. Maintain and track employee leaves, i.e. FML, worker's compensation, short term/long term disability and personal leaves. Create and administer employee paid day request process. Recruit, screen and interview for non-exempt positions. Assist with mass hiring and mass interviews. Maintain the HR Cyborg and Kronos computer systems. Create bids, bumps, and employee information and attendance databases in FileMaker Pro.

Corporate Human Resources Manager, Kable News Co., Mt. Morris, IL. January 1998-August 2001.

Kable News Company was fulfillment/distribution center. The Illinois facility employed approximately 800+ employees and the Ohio facility employed approximately 400+ employees. There were 2 shifts (1st and 2nd) at both facilities.

Hire, supervise and evaluate non-exempt and exempt team members. Delegate job tasks. Assist exempt team members with defining goals and objectives. Make decisions regarding policies and procedures. Conduct sexual harassment investigations and other investigations as needed. Create and issue documented consultations and warnings. Conduct terminations. Create and give performance coaching sessions and performance reviews. Manage by walking around. Create, conduct and evaluate employee surveys. Create employee recognition programs. Assist with writing summary plan descriptions for medical plans. Evaluate medical and 401(k) providers. Resolve employee insurance issues. Create and deliver benefits orientations. Maintain and track employee leaves, i.e. FML, worker's compensation, short term/long term disability and personal leaves. Create and administer employee paid day request process. Manage the corporate compensation program for all job levels, using the NPEP system. Manage the company performance appraisal system. Write and evaluate job descriptions. Research and evaluate job assessments. Recruit, screen and interview for exempt and non-exempt positions, including managerial positions. Develop recruiting plans, attend job fairs, and assist with mass hiring and mass interviews. Evaluate HRIS providers. Maintain the HR systems- Cyborg and Access.

Also proficient in MS Word, Excel, Microsoft Works, Descriptions Now, COBOL, WordPerfect, DrawPerfect, Quattro, First Publish, and Turbo Pascal.

EDUCATION

Bachelor of Arts, Psychology, Northern Illinois University, 1997

Graduate Certificate in Public Management, Northern Illinois University, 2016

Master of Public Administration, Northern Illinois University, 2018