



Résumé

Emily Collins

Experience

Office Manager/Executive Assistant

Custom Management Group, 2008 to present

Oversee all aspects of general office support with a variety of clerical and administrative activities and related tasks; Plan and prepare daily activities including ordering supplies, mail distribution and server maintenance; Maintain conference call calendar and company intranet/server files; Maintain CMG software inventory; Supervise work flow and scheduling of interns; Answer incoming telephone calls and direct calls to appropriate staff; Make staff travel arrangements as requested; Perform client-related tasks such as proofing data entry and filing upon request; Coordinate general office maintenance and requests (copier and other office machines, handyman/cleaning service, grocery shopping, etc.)

Administrative Assistant

Plainfield Charter Township Water Department, 2003 - 2008

Responsible for providing diverse administrative and general office assistance to the Water Department by researching and responding to both routine and unique matters regarding a wide variety of Water Department matters. Performed secretarial services for the Water Department Supervisors including preparation of general correspondence, reports to Township Manager, Township Board, and project reviews for the Planning Commission; maintained office files in manual and computerized modes; received phone calls to directly handle or refer to appropriate department; received and assist visitors by ascertaining needs, providing positive first impression in explaining Department policies, procedures and regulations; prepare invoices and review bills submitted to the Department for action; assist in preparing and monitoring departmental budget; organize and schedule work to meet established and assigned deadlines.

Sales and Marketing Administrator

Valley City Sign Company, 2000-2003

Assists Sales Representatives and the Sales Department by successfully accomplishing the activities assigned to the Sales and Marketing Administrator. Performed secretarial services for the Sales Department including preparation of quotes and presentations, support and perform marketing functions and trade show coordination; administer all aspects of sign variance situations including preparation or appropriate materials; attend local municipality meetings and

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present case to zoning/planning commission; coordinate and complete customer lead research and follow-up; prepare daily and other sales tracking report items; develop and convey knowledge to potential customers about products and services offered by the company; excellent clerical and organization skills; ability to plan, organize, schedule and complete assigned tasks in a fast paced environment.

Education

Grand Rapids Community College, General Studies, 1997

Computer Skills

Proficient with Microsoft Office Professional including Word, Excel, PowerPoint, Outlook, Explorer; Publisher

Professional Affiliations

Member, American Water Works Association, 2003 to present

Chairperson, Plainfield TWP Wellhead Protection Program, 2005 - 2008