

**Hannah R. Black**

Albany, NY 12209

## **OBJECTIVE**

To contribute to an organization's success through the use of excellent civil service administration, customer service, financial and supervisory skills.

## **QUALIFICATIONS**

- Superior organizational skills and great attention to detail.
- Seventeen years of experience in civil service administration.
- Excellent customer service and communication skills.
- Solid supervisory experience as Assistant Manager of clothing retail store.
- Ability to manage multiple tasks in a pressured environment.
- Professional in appearance, enthusiastic, highly articulate and a quick learner.

## **RELEVANT SKILLS**

### **CIVIL SERVICE ADMINISTRATION SKILLS**

- Provide both written and verbal advice and assistance to department heads, local officials or their representatives on the application and interpretation of civil service rules, laws and policies to various situations. Ensure correct and consistent application and compliance.
- Interpret and implement Albany County Civil Service practices and policies and provide support services to County departments and local jurisdictions.
- Solve problems raised by the county departments and local jurisdictions and provide direction and training to resolve the issue.
- Review exam applications to determine whether or not candidates meet the established requirements of positions.
- Perform all aspects of merit system administration, including position and jurisdictional classification, exam administration and application review, personnel transactions and roster record maintenance, and local jurisdiction administration.
- Develop and revise job specifications.
- Gather data and information and compile statistical and written reports.
- Conduct and participate in special studies/projects and handle confidential matters.
- Serve in lead-worker role and assist in the supervision of technical and clerical staff.

### **CUSTOMER SERVICE SKILLS**

- Respond orally and in writing to inquiries from the general public regarding civil service practices, procedures and services.

- Developed a reputation for outstanding customer service by consistently greeting customers with a smile, making eye contact, giving my full attention, acknowledging customers by name and quickly establishing a good rapport with them.
- Answered phones and promptly responded to customers' concerns and questions.

## FINANCIAL SKILLS

- Balanced teller cash drawer with consistently high level of accuracy.
- Processed banking transactions, assisted customers with account maintenance and opened new accounts.
- Consistently handled and responsible for large sums of money.
- Prepared and completed financial and insurance paperwork for each motorcycle sale.
- Prepared daily sales reports, monthly bookkeeping reports and managed inventory.

## SUPERVISORY SKILLS

- As Assistant Manager, communicated the company's priorities to the staff and ensured the completion of these tasks.
- Entrusted with opening and closing retail store, balancing all registers and completing daily paperwork.
- Properly trained sales staff.
- Handled and resolved customer complaints and issues.

## EMPLOYMENT HISTORY

06/07 - present	<b>Director of Civil Service</b> (Personnel Technician 06/07 – 05/16, Senior Personnel Technician 05/16 – 04/24), Albany County Department of Civil Service, Albany, NY
06/06 - 11/06	<b>Assistant Manager</b> , Peter Harris Clothes, Latham, NY
01/04 - 01/05 06/00 - 02/02	<b>Financial Service Representative</b> , Hudson River Bank & Trust Co., Hudson, NY
06/02 - 02/03	<b>Assistant in Finance &amp; Insurance Department</b> , Brunswick Harley Davidson, Troy, NY

## EDUCATION

Siena College, Loudonville, NY: May 2005, Graduated *Cum Laude* with a Bachelor of Arts degree in Spanish

*References available upon request.*