

## Application Form

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### Profile

Jeffre \_\_\_\_\_  
First Name

B \_\_\_\_\_  
Middle Initial

Ma ne \_\_\_\_\_  
Last Name

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Primary Phone

\_\_\_\_\_  
Alternate Phone

\_\_\_\_\_  
Home Address

\_\_\_\_\_  
City

\_\_\_\_\_  
Postal Code

### What Supervisory District do you live in? \*

District 2 Supervisor David Rabbitt

### Which Boards would you like to apply for?

Retirement Board (SCERA): Submitted

### Please describe your relevant experience/expertise that you believe would make you a valuable member of this body.

Formerly held securities license. For 39 years I have successfully underwritten investment opportunities for my clients with an excellent track record and attention to detail.

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### Interests & Experiences

### What interests you most about this agency? What skills or experience would you bring to best support the work of this agency?

I have an analytical mind and enjoy analyzing investment opportunities. I have a proven track record of impartially underwriting an investment opportunity from my client's perspective. Some of my investors have been with me for over 30 years.

Jeffrey B Mayne

**Please Agree with the Following Statement**

**You agree that the following information provided above is truthful.**

I Agree

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## **Demographics**

**Gender**

Male

**Ethnicity**

White

**Occupation**

Private Money Lending for Real EstTe

**Highest Level of Education. Select one of the following**

Graduate degree

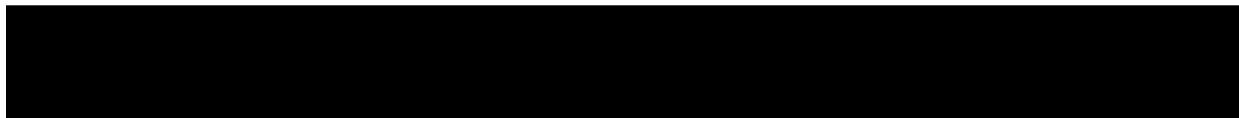
**Primary Language**

English

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## **Experience**

**Please list two local references below. Please provide their phone number and email address below.**

A large black rectangular box used to redact two local references' contact information.

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## **Community Service Experience**

Petaluma Downtown Association President, Vice President, Board Member 2001-2021, 2023-Present PEP Housing, Inc. Board Member 2022-2023 Petaluma Historical Library and Museum Board Member Petaluma Area Chamber of Commerce Board Member

Jeffrey B Mayne

## **Education**

San Francisco State University 1979-1981 B.A. Business Administration Empire School of Law  
2002-2006 J.D.

## **Employment**

Medical Marketing Associates 1981-1985 Sales Successfully maintained a sales territory throughout Northern California Cornerstone Equities 1986-1987 Sales Securities and Investments Investors Trust Mortgage and investments 1986-2008 Sales Conventional Mortgage broker Shelter Cove Mortgage and Investments 1987-2000 Self employed Private Money Lender for real estate Sonoma Equity Lending Corporation 2000-Present Self employed Private Money Real Estate Lending

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## **Commitment**

**Application Form****Profile****Marcus**

First Name

**Corey**

Last Name

Email Address

Primary Phone

Alternate Phone

Home Address

City

State

Postal Code

**What Supervisory District do you live in? \***

District 5 Supervisor Lynda Hopkins

**Which Boards would you like to apply for?**

Retirement Board (SCERA): Submitted

**Please describe your relevant experience/expertise that you believe would make you a valuable member of this body.**

My relevant experience/expertise would come from all of the positions I have held. Starting with being a graden supervisor working with young students earning community service hours, to working a hotel restaurant being a steward, prep-cook in the back with alongside with vendors and the kitchen team to working as a busser, in-room dinning attendant connecting with all of the hotel staff and all of our guest staying with the hotel as well as coming in just for food. Moving forward through my career the skill sets gained being a warehouse associate working with all team members to making sure all needed task were complete and accurately put together and completed before passing the work onto the next section of the company would make me a valuable member of the body. Along with the skills I gained while working in the medical field as a supply clerk working with all locations of the health centers making sure everything within them wasn't expired and making sure all items needed were ordered asked by the teams but also based on my inventory count when visiting each site. As well as the skills gained working as a Health Information Management (HIM) clerk would make me a great value to the team body. Finally all of the skills I have gained working with the County of Sonoma as different levels of an Office Assistant and Account clerk would make me a great value to the team body working having worked with the local government programs that help out the community alongside with know how rules, regulations and policies work and how they come from top, down and work their way down from the Federal or State level to the analyst within the county and that department to review these changes and adhere to them within the different programs each analyst is a part of within the county.

## Occupation & Educational Background

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Senior Account Clerk Sonoma Community Human Services Department; Employment and Training Division, Santa Rosa, CA 95403 August 8th 2023 - Present • Explain child care process and procedures to clients • Guide clients to 4C's website to find licensed childcare providers • Explain the regional market rate to clients and providers surrounding the amount SonomaWorks can pay for childcare • At times provide other community-based organization resources to clients when asked based on circumstances they are facing and possible disabilities they have as well as demographics • Attend Child Care meeting with 4C's & River To Coast Child Care organizations • Assist and supervise Account Clerk II's • Create Procedures for completing tasks in Cal-Saws program • Process Child Care request from Counselors and Specialists • Request and documents from childcare providers • Individually review CACC file (Child Care file) and Cal-Win Case when needed • Individually review Payment file and Cal-Win Case when needed • Review received Child Care Provider W-9's & License's • Review received License exempt forms from childcare providers • Review received Trust Line approvals from childcare providers • Review received copy of ID's from childcare providers • Review received county documents from childcare providers • Review Policies received from childcare providers • Review clients' CACC file (Child Care file) when needed • Review clients' payments file when needed • Send out childcare claim forms to childcare providers • Send out W9's to childcare providers • Send out Trustline applications to providers • Send out payment agreements to childcare providers and clients • Send out multiple types of "Notice of Action" letters to clients • Speak to Childcare providers and assist with any questions they have • Speak to clients about their childcare and answer any questions needed • Make payments on clients' accounts for diapers • Make payments on clients' accounts for car repairs and insurance • Make payments on clients' accounts for job interview cloths • Make payments on clients' accounts for hotel/motel stays • Make payments on clients' accounts for any Welfare to Work incentives • Record all payments made within client payment files • Record all childcare packets in client Childcare files • Record all interactions with clients and providers within Childcare files • Send out 30-day notices for childcare paperwork not received • Send out 180-day notices for Trustline paperwork and clearance not received in childcare files • Make case comments on clients Cal-Win profiles in regards to 30-day notices

Account Clerk II Sonoma Community Human Services Department; Employment and Training Division, Santa Rosa, CA 95403 April 5th 2022 - August 7th 2023 • Explain child care process and procedures to clients • Guide clients to 4C's website to find licensed childcare providers • Explain the regional market rate to clients and providers surrounding the amount SonomaWorks can pay for childcare • At times provide other community-based organization resources to clients when asked based on circumstances they are facing and possible disabilities they have as well as demographics • Process Child Care request from Counselors and Specialists • Request and documents from childcare providers • Individually review CACC file (Child Care file) and Cal-Win Case when needed • Individually review Payment file and Cal-Win Case when needed • Review received W-9's from childcare providers • Review received Child Care License from childcare providers • Review received License exempt forms from childcare providers • Review received Trust Line approvals from childcare providers • Review received copy of ID's from childcare providers • Review received county documents from childcare providers • Review Policies received from childcare providers • Review clients' CACC file (Child Care file) when needed • Review clients' payments file when needed • Send out childcare claim forms to childcare providers • Send out W9's to childcare providers • Send out Trustline applications to providers • Send out payment agreements to childcare providers and clients • Send out multiple types of "Notice of Action" letters to clients • Speak to Childcare providers and assist with any questions they have • Speak to clients about their childcare and answer any questions needed • Make payments on clients' accounts for diapers • Make payments on clients' accounts for car repairs and insurance • Make payments on clients' accounts for job interview cloths • Make payments on clients' accounts for hotel/motel stays • Make payments on clients' accounts for any Welfare to Work incentives • Record all payments made within client payment files • Record all childcare packets in client Childcare files • Record all interactions with clients and providers within Childcare files • Send out 30-day notices for childcare paperwork not received • Send out 180-day notices for Trustline paperwork and clearance not received in childcare files • Make case comments on clients Cal-Win profiles in regards to 30-day notices

Senior Office Assistant Sonoma Community

Human Services Department; Employment and Training Division, Santa Rosa, CA 95403 May 18th 2021 - April 4th 2022 • Provide resources to other community-based organizations to the public based off their needs (Ex: Elderly, Disabled, Single Mother, Utility Assistance) • Assist community members with applications for Medi-Cal, Cal-Fresh, Sonoma Works and Welfare to Work • Assist clients with forms for Medi-Cal, Cal-Fresh, Sonoma Works and Welfare to Work • Assist clients by explaining the ins and outs to clients about the Job Link organization when searching for employment • Assist clients by explaining the ins and outs to clients about the Welfare to Work program when searching for employment or wanting to go back to school while also being a SonomaWorks client • Assists the public in person and by telephone; solicits basic information needed in order to determine appropriate action to be taken, resolve discrepancies or errors, disperse relevant information, or refer client to appropriate personnel. • Screens incoming mail, visitors and calls for staff; takes messages; transfers calls; announces visitors; and distributes or mails informational materials and letters. • Answers questions relates department services, programs and operations giving accurate information. • Utilizes a computer for data entry and data retrieval. • Utilizes a scanner for document imaging and electronic file management. • Operates and maintains a variety of office equipment including personal computer, telephones, scanners, copy machine, printers, scanners, label writers, laptops binders, and document imaging equipment as needed. • Opens, time stamps, sorts, and distributes mail according to subject matter content, department codes, work areas or routing instructions. • Prepares and sends outgoing mail including certified mail; maintains related lists, rosters, other records. • Maintain document supply to have enough to provide to the public. • Screen clients before coming in due to Covid-19. • Review benefit applications for completeness • Setting up screening and intake appointment for clients • Input new applicants and application information into Cal-Win • Checking to see if clients have benefits in a different county when applying. • Printing out EBT cards • Help with new hire training • Review county benefit application for completeness • Scheduling clients for new appointments when needed. • Completing application registration • Looking into multiple statewide systems for active benefits • Creating packets for clients when joining programs • Print EBT cards, Pinning EBT cards • Log lobby traffic • Log completed and registered applications. • Log EBT card request, card number Office Assistant II Sonoma County Community Development Commission, Santa Rosa, CA 95403 June 16th 2020 - May 17th 2021 • Provide community members with all available housing resources that would best help them • Help current Section 8 recipients fill out their recertification forms • Explain each form to current and new Section 8 recipients within their certification packet • Review the Section 8 clients form for completeness and provide copies of these forms • Adjust font size on Section 8 clients forms for them to be able to read due to vision impairments • Provide accommodations to clients with disabilities such as form reviews, form changes, in depth explanations of forms, rules, policies and regulations related to the Section 8 program • Provide housing and utility assistance programs for community members based on their situation such as city they reside in, programs geared towards community members with disabilities and elders • Assists the public in person and by telephone; solicits basic information needed in order to determine appropriate action to be taken, resolve discrepancies or errors, disperse relevant information, or refer client to appropriate personnel • Screens incoming mail, visitors and calls for staff; takes messages; transfers calls; announces visitors; and distributes or mails informational materials and letters. • Answers questions relates department services, programs and operations giving accurate information. • Answer inquiries related to the status of accounts or files and explains commonly used regulations or procedures; Explains the proper use of forms and documents. • Utilizes a computer for data entry and data retrieval. • Utilizes a scanner for document imaging and electronic file management. • Operates and maintains a variety of office equipment including personal computer, telephones, scanners, copy machine, adding machine, typewriters, printers, scanners, label writers, tablets, time stamp machines, binders, collators, microfilm, and document imaging equipment as needed. • Opens, time stamps, sorts, and distributes mail according to subject matter content, department codes, work areas or routing instructions. • Prepares and sends outgoing mail including certified mail; maintains related lists, rosters, fogs or other records. • Generates documents and correspondence, communicates with others. • Updates computer system files; produces statistical, data processing and production related reports; prepares, reviews, and maintains forms, files, and other necessary electronic records. • Maintains document supply to have enough to provide to the public. • Maintains briefing packets and application packets supply to have enough to provide to the public. • Scan client's documents into housing system when ending participation of the program, then store them for 5 months or shred them. • Look up clients and find correct documents needed by Occupancy Specialist and scan the documents to them. • Maintains and updates electronic

databases. • Send out documents to clients, landlords, and the public when requested via US mail and E-mail. • Assist with COVID-19 wellness checks of anyone entering the building. HIM Clerk Santa Rosa Community Health, Santa Rosa, CA 95403 January 13th 2020 - April 3rd 2020 • Analyze medical documents for correct signatures • Analyze medical documents for full completion • Locate the correct fax number for medical institutions • Fax over medical documents to the correct medical institution • Contact medical institutions for correct fax number • Chart out medical lab outcomes to patient charts/profiles • Post diagnostic imaging to the correct order and file • Review medical documents scanned into ECW to place them in correct patient profile • Review medical documents scanned into ECW to place them in correct medical folder • Review referral documents to make sure they correspond with current referral • Review referrals and complete necessary structured data and notes • Review referrals and forward them to Providers or Referral Coordinators • Forward e-Raf request to referral coordinators • Print out and fax back non-patient documents • Fax out requests for Medical Records • Review medical documents faxed to organization to place them in correct patient profile • Review medical documents faxed to organization to place them in correct medical folder

Question applies to IOLERO Community Advisory Council

### **Business Address**

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Question applies to IOLERO Community Advisory Council

### **Work Phone**

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### **Interests & Experiences**

#### **What interests you most about this agency? What skills or experience would you bring to best support the work of this agency?**

I would love to be on any of the board, committees chosen above due to wanting to be connected to the community more as well as learn the in's and out's about what it means to be on a board or committee. While also providing my knowledge, skill sets and even lived experience to these boards and being able to speak up when others might not have the knowledge or lived experience to speak up about certain topics at hand and how to address them. I also have interest in the above boards and committees to be able to make changes that are needed around certain topics that pertain to the board and be able to guide the board or committee into a direction which aligns with rules and regulations but also is in the best interest of the community and be able to meet the community in the middle or even more to help bring the changes needed. My skills and experience that would best support the boards and committees above would be the skills gain throughout my whole journey on my career path starting with: Customer service, attention to detail, being quick on my feet in numerous types of situations, being able to see topics from the middle ground and try to work for the best of everyone involved in the event/talk at hand. Also working with the county in numerous positions working with the community primarily along with team members from all units, buildings and sections within the Human Services Department along with working with local Community Based Organizations all to help out the community in obtaining resources they need in their life at that moment. Also doing Leadership Santa Rosa and learning all about Santa Rosa and Sonoma County and some of the issues and events they are each facing right now has allowed me to gain knowledge on how each sector of the work force is connected but also affected by federal and state changes, but also how we can all come together and face those changes head on and continue to assist each other and each sector of the community and work force.

[Marcus 2024 Resume 2.0 5-30-2024.docx](#)

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Upload a Resume

**Please Agree with the Following Statement**

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**You agree that the following information provided above is truthful.**

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I Agree

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**Demographics**

**Gender**

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Male

**Ethnicity**

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Two or more nationalities

**Occupation**

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Senior Account Clerk (County of Sonoma)

**Highest Level of Education, Select one of the following**

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Associate degree

**Primary Language**

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English

Question applies to IOLERO Community Advisory Council

**How did you learn of this opening?**

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Looking online

Question applies to IOLERO Community Advisory Council

**Please describe why you want to serve on IOLERO's Community Advisory Council.**

Equal justice for all and meeting the community and sheriff's office in the middle to have a better working relationship and understanding of one another.

Question applies to IOLERO Community Advisory Council

**Have you attended an IOLERO Community Advisory Council meeting in the past?\***

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No

Marcus Corey

**What was your impression of any meetings you attended and the subjects discussed?**

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N/A

**In what ways do you feel you can contribute to the CAC? What do you envision as the primary goals/focus of the CAC and the role of its members?**

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I feel like my administrative skills will contribute to the CAC as well as experience working with government offered programs for the community and connecting with local Community Based Organizations to help out the community as well and bridge gaps that are there for community members so that they can have their needs meet based off their situation they are facing at the current moment.

**Please list any other volunteer commitments, community service or memberships you hold now or have held in the past. Please indicate the year/s of service and provide a brief description of your role and activities.**

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I have recently volunteered with Common Ground Society. This is my first year with the local CBO and I have volunteered on my own as well as with my children. When with my children we attend the Syo and under playdate that is set up for parents with thier children(s) with disabilities to meet other families similar to them and be able to connect and have a new community to turn to that understands them a bit more than others. While volunteering at this event I would just make sure kids don't hurt themselves while also giving the parents a break and allow them to connect with other parents and talk about the things they have gone through and what they have done and other parents can do in similar situations while having my kids whom don't have disabilities play with the other children attending the event and help bring a sense of normality for the children and that anyone with a heart will treat them just like any other kid with judging a book by its cover. I have also volunteered at local town events for Common Ground Society which supplies a calming tent for anyone welcome that needs a space to step away from the crowd and connect with themselves and possibly help break down a social anxiety or over stimulation that they may have received while being out at the event.

**Please describe your experiences working with a team/group and your ability to work with individuals with different backgrounds and viewpoints.**

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Throughout my career with the Sonoma County Human Services Department, I have consistently worked in collaborative, fast-paced environments where teamwork, communication, and cultural humility are essential to serving diverse client populations. In all of my roles—including Senior Account Clerk, Account Clerk II, and Account Clerk 1-1 have partnered daily with Eligibility Specialists, Social Workers, Employment & Training Counselors, supervisors, providers, clients, business owners, and external community organizations to ensure timely and accurate service delivery. Working within the Employment & Training Division, I collaborate closely with multidisciplinary staff to coordinate supportive services, problem-solve complex childcare payment issues, review documentation, ensure compliance with state and county regulations, and prevent cases from falling out of compliance. My responsibilities require continuous communication and teamwork, including:

- Coordinating solutions with Eligibility Workers, Social Workers, and Program Integrity staff
- Collaborating with childcare providers, transportation vendors, and external agencies
- Supporting co-workers by troubleshooting CalSAWS, documentation, or workflow questions
- Participating in division meetings, program updates, and cross-unit process improvements
- Training and guiding newer staff and serving as a reliable subject-matter resource

In each of these situations, I work as part of a team that depends on shared information, mutual respect, accountability, and clear communication. Serving Sonoma County means interacting with individuals from a wide range of racial, cultural, socioeconomic, and linguistic backgrounds. This includes:

- Low-income families
- Clients experiencing homelessness
- Domestic violence survivors
- Immigrants and multilingual households
- Older adults and individuals with disabilities
- Providers and vendors operating in varied business environments

In my customer-facing responsibilities, I consistently use patience, empathy, and trauma-informed communication to ensure that clients feel respected and understood. I listen actively, ask clarifying questions, and adapt my approach to each individual's communication style, stress level, and cultural context. I have worked with people who are frustrated, overwhelmed, or in crisis. I always maintain professionalism, calm, and compassion while helping them navigate complex rules, systems, and processes. Within the department, staff often bring different viewpoints based on their classification, caseload, or program area. I regularly:

- Bridge communication gaps between staff and providers
- Provide neutral, fact-based interpretations of policies and procedures
- Help resolve misunderstandings by focusing on shared goals rather than individual perspectives
- Support team decisions even when opinions or approaches differ
- Encourage solution-focused discussion and positive communication

This has helped strengthen relationships, reduce errors, and improve service delivery. A recent example involved a case where a client risked losing childcare benefits due to a provider documentation issue. I collaborated with:

- The provider
- The client
- The Eligibility Specialist
- The Employment & Training Counselor
- Our internal Childcare Program team

Through joint problem-solving, we corrected the issue same-day, maintained the client's Welfare-to-Work compliance, ensured provider payment, and alleviated client stress. This outcome was possible specifically because of strong teamwork and shared commitment to client success. My experience demonstrates strong abilities in:

- Teamwork and cross-department collaboration
- Cultural humility and inclusive communication
- Working respectfully with diverse populations
- Navigating differing viewpoints with professionalism
- Maintaining positive and productive relationships
- Adapting communication style to meet individual needs

These skills have been foundational to my success in the Human Services Department and will continue to support my ability to contribute effectively to any team serving diverse communities.

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## **Experience**

**Please list two local references below. Please provide their phone number and email address below.**

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## **Community Service Experience**

Common Ground Society Multiple dates volunteered last being 11/28/2025 (last minute in person volunteered for Calming tent) 85 Brookwood Ave, Santa Rosa, CA

## **Education**

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Empire College Business October 2019

## **Employment**

County of Sonoma Senior Account Clerk Senior Account Clerk Sonoma Community Human Services Department; Employment and Training Division, Santa Rosa, CA 95403 August 8th 2023 - Present • Explain child care process and procedures to clients • Guide clients to 4C's website to find licensed childcare providers • Explain the regional market rate to clients and providers surrounding the amount SonomaWorks can pay for childcare • At times provide other community-based organization resources to clients when asked based on circumstances they are facing and possible disabilities they have as well as demographics • Attend Child Care meeting with 4C's & River To Coast Child Care organizations • Assist and supervise Account Clerk II's • Create Procedures for completing tasks in Cal-Saws program • Process Child Care request from Counselors and Specialists • Request and documents from childcare providers • Individually review CACC file (Child Care file) and Cal-Win Case when needed • Individually review Payment file and Cal-Win Case when needed • Review received Child Care Provider W-9's & License's • Review received License exempt forms from childcare providers • Review received Trust Line approvals from childcare providers • Review received copy of ID's from childcare providers • Review received county documents from childcare providers • Review Policies received from childcare providers • Review clients' CACC file (Child Care file) when needed • Review clients' payments file when needed • Send out childcare claim forms to childcare providers • Send out W9's to childcare providers • Send out Trustline applications to providers • Send out payment agreements to childcare providers and clients • Send out multiple types of "Notice of Action" letters to clients • Speak to Childcare providers and assist with any questions they have • Speak to clients about their childcare and answer any questions needed • Make payments on clients' accounts for diapers • Make payments on clients' accounts for car repairs and insurance • Make payments on clients' accounts for job interview cloths • Make payments on clients' accounts for hotel/motel stays • Make payments on clients' accounts for any Welfare to Work incentives • Record all payments made within client payment files • Record all childcare packets in client Childcare files • Record all interactions with clients and providers within Childcare files • Send out 30-day notices for childcare paperwork not received • Send out 180-day notices for Trustline paperwork and clearance not received in childcare files • Make case comments on clients Cal-Win profiles in regards to 30-day notices

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## **Commitment**

# Marcus Corey

## Education

## **Certifications**

- Microsoft Office Word **(Completed)**
- Microsoft Office Excel **(Completed)**
- Microsoft Office Power Point **(Completed)**
- Microsoft Office Outlook **(In Progress)**
- Filing and Records Management **(Completed)**
- Typing Speed Certification **(43 WPM)**
- Supervisor Assessment **(In Progress)**

## **Skills**

- Installation and configuration of PCs, laptops and related hardware
- Installation of PC operating system such as Microsoft Windows and Ubuntu Linux
- Configuration of common features for mobile devices running Android and Apple iOS
- Microsoft Office Suite 365
- Document Filing
- Medical Office Procedures
- Medical Terminology

## Experience

### **Senior Account Clerk**

**Sonoma Community Human Services Department; Employment and Training Division, Santa Rosa, CA 95403**

August 8<sup>th</sup> 2023 - Present

- Explain child care process and procedures to clients
- Guide clients to 4C's website to find licensed childcare providers
- Explain the regional market rate to clients and providers surrounding the amount SonomaWorks can pay for childcare
- At times provide other community-based organization resources to clients when asked based on circumstances they are facing and possible disabilities they have as well as demographics
- Attend Child Care meeting with 4C's & River To Coast Child Care organizations
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## **Account Clerk II**

**Sonoma Community Human Services Department; Employment and Training  
Division, Santa Rosa, CA 95403**

April 5<sup>th</sup> 2022 - August 7<sup>th</sup> 2023

- Explain child care process and procedures to clients
- Guide clients to 4C's website to find licensed childcare providers
- Explain the regional market rate to clients and providers surrounding the amount SonomaWorks can pay for childcare
- At times provide other community-based organization resources to clients when asked based on circumstances they are facing and possible disabilities they have as well as demographics
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## **Senior Office Assistant**

**Sonoma Community Human Services Department; Employment and Training  
Division, Santa Rosa, CA 95403**

May 18<sup>th</sup> 2021 - April 4<sup>th</sup> 2022

- Provide resources to other community-based organizations to the public based off their needs (Ex: Elderly, Disabled, Single Mother, Utility Assistance)
- Assist community members with applications for Medi-Cal, Cal-Fresh, Sonoma Works and Welfare to Work
- Assist clients with forms for Medi-Cal, Cal-Fresh, Sonoma Works and Welfare to Work
- Assist clients by explaining the ins and outs to clients about the Job Link organization when searching for employment
- Assist clients by explaining the ins and outs to clients about the Welfare to Work program when searching for employment or wanting to go back to school while also being a SonomaWorks client
- Assists the public in person and by telephone; solicits basic information needed in order to determine appropriate action to be taken, resolve discrepancies or errors, disperse relevant information, or refer client to appropriate personnel.
- Screens incoming mail, visitors and calls for staff; takes messages; transfers calls; announces visitors; and distributes or mails informational materials and letters.
- Answers questions relates department services, programs and operations giving accurate information.
- Utilizes a computer for data entry and data retrieval.
- Utilizes a scanner for document imaging and electronic file management.
- Operates and maintains a variety of office equipment including personal computer, telephones, scanners, copy machine, printers, scanners, label writers, laptops binders, and document imaging equipment as needed.
- Opens, time stamps, sorts, and distributes mail according to subject matter content, department codes, work areas or routing instructions.
- Prepares and sends outgoing mail including certified mail; maintains related lists, rosters, other records.
- Maintain document supply to have enough to provide to the public.
- Screen clients before coming in due to Covid-19.
- Review benefit applications for completeness
- Setting up screening and intake appointment for clients
- Input new applicants and application information into Cal-Win
- Checking to see if clients have benefits in a different county when applying.
- Printing out EBT cards
- Help with new hire training
- Review county benefit application for completeness
- Scheduling clients for new appointments when needed.
- Completing application registration
- Looking into multiple statewide systems for active benefits
- Creating packets for clients when joining programs
- Print EBT cards, Pinning EBT cards
- Log lobby traffic
- Log completed and registered applications.
- Log EBT card request, card number

## **Office Assistant II**

**Sonoma County Community Development Commission, Santa Rosa, CA 95403**

June 16<sup>th</sup> 2020 - May 17<sup>th</sup> 2021

- Provide community members with all available housing resources that would best help them
- Help current Section 8 recipients fill out their recertification forms
- Explain each form to current and new Section 8 recipients within their certification packet
- Review the Section 8 clients form for completeness and provide copies of these forms
- Adjust font size on Section 8 clients forms for them to be able to read due to vision impairments
- Provide accommodations to clients with disabilities such as form reviews, form changes, in depth explanations of forms, rules, policies and regulations related to the Section 8 program
- Provide housing and utility assistance programs for community members based on their situation such as city they reside in, programs geared towards community members with disabilities and elders
- Assists the public in person and by telephone; solicits basic information needed in order to determine appropriate action to be taken, resolve discrepancies or errors, disperse relevant information, or refer client to appropriate personnel
- Screens incoming mail, visitors and calls for staff; takes messages; transfers calls; announces visitors; and distributes or mails informational materials and letters.
- Answers questions relates department services, programs and operations giving accurate information.
- Answer inquiries related to the status of accounts or files and explains commonly used regulations or procedures; Explains the proper use of forms and documents.
- Utilizes a computer for data entry and data retrieval.
- Utilizes a scanner for document imaging and electronic file management.
- Operates and maintains a variety of office equipment including personal computer, telephones, scanners, copy machine, adding machine, typewriters, printers, scanners, label writers, tablets, time stamp machines, binders, collators, microfilm, and document imaging equipment as needed.
- Opens, time stamps, sorts, and distributes mail according to subject matter content, department codes, work areas or routing instructions.
- Prepares and sends outgoing mail including certified mail; maintains related lists, rosters, fogs or other records.
- Generates documents and correspondence, communicates with others.
- Updates computer system files; produces statistical, data processing and production related reports; prepares, reviews, and maintains forms, files, and other necessary electronic records.
- Maintains document supply to have enough to provide to the public.
- Maintains briefing packets and application packets supply to have enough to provide to the public.
- Scan client's documents into housing system when ending participation of the program, then store them for 5 months or shred them.

- Look up clients and find correct documents needed by Occupancy Specialist and scan the documents to them.
- Maintains and updates electronic databases.
- Send out documents to clients, landlords, and the public when requested via US mail and E-mail.
- Assist with COVID-19 wellness checks of anyone entering the building.

## **HIM Clerk**

**Santa Rosa Community Health, Santa Rosa, CA 95403**

January 13<sup>th</sup> 2020 - April 3<sup>rd</sup> 2020

- Analyze medical documents for correct signatures
- Analyze medical documents for full completion
- Locate the correct fax number for medical institutions
- Fax over medical documents to the correct medical institution
- Contact medical institutions for correct fax number
- Chart out medical lab outcomes to patient charts/profiles
- Post diagnostic imaging to the correct order and file
- Review medical documents scanned into ECW to place them in correct patient profile
- Review medical documents scanned into ECW to place them in correct medical folder
- Review referral documents to make sure they correspond with current referral
- Review referrals and complete necessary structured data and notes
- Review referrals and forward them to Providers or Referral Coordinators
- Forward e-Raf request to referral coordinators
- Print out and fax back non-patient documents
- Fax out requests for Medical Records
- Review medical documents faxed to organization to place them in correct patient profile
- Review medical documents faxed to organization to place them in correct medical folder

## **Supply Technician**

**Sutter Medical Health Hospital, Santa Rosa, CA 95403**

August 5, 2019 - October 11, 2019

- Read supplies list for multiple sections of hospital and retrieve those items
- Restock multiple sections of the hospital with supplies
- Answer phone calls from hospital staff and retrieve requested items
- Check in items received from multiple shipments left on loading dock
- Check PO numbers and items on order sheet, and match them with correct items within that order
- Separate, sort, and stock items from shipments in warehouse
- Separate non-stock items and label them for delivery within hospital
- Check on status of oxygen and air tanks throughout hospital
- Replace used or low-level oxygen and air tanks throughout the hospital
- Restock multiple types of emergency carts
- Check expiration dates of items within multiple types of emergency cart

## **ImmunizationNaccine & Medical Supplies Clerk**

**Santa Rosa Community Health, Santa Rosa, CA 95401**

June 25, 2018 - March 8, 2019

- Order medical supplies for multiple different clinics from multiple companies
- Restock medical supply closet when an order comes in
- Update Supervisors or Lead MA's on updates about orders
- Complete an inventory of vaccines in house of three clinics
- Organize supply closets when needed
- Complete Expired Medication Inventories
- Complete Lidocaine Inventory
- Replace some medical items in exam rooms
- Assist Technicians in locating items in need of repair or in general
- Transfer medical items within clinics
- Match up packing slips from orders to correct invoices to be sent off to accounts payable department
- Handle material that needs basic fixing
- Ship items for return or for altercations/repairs
- Clean coils on **VFC** freezer and refrigerators
- Meet with Sales manager once a week to discuss topics about clinics and changes within the company
- Have meetings with McKesson's company rep about items and situations that need addressing

## **Warehouse Associate**

**Tesla, Petaluma, CA 94954**

March 6, 2018 - May 19, 2018

- Check item list for parts needed for installment
- Put together orders for the solar installers
- Set out solar panels for next day to be loaded on trucks
- Make copies of certain items inventory numbers
- Put away items received into our inventory
- Clean the warehouse when needed
- Take out trash and recycling bins daily
- If needed help the solar installers load their trucks with supplies
- Check in items for warehouse inventory
- Make a list of items needed for inventory
- Deliver supplies to crews at job sites if needed
- Check online for jobs throughout the week and print out parts list need for that job

## **Warehouse Worker**

**Randstad Employment Agency, Santa Rosa, CA 95404**

**(VIA} Randal Optimal Nutrients, Santa Rosa, CA 95407**

**June 26, 2017 - March 2, 2018**

- Set up orders including labeling boxes and applying barcoded stickers to the bottles.
- Package pills into bottles for orders, pass them onto production.
- Cotton and cap bottles after filled with pills.
- **Clean** machine after every order thoroughly.
- Maintain key/precise attention to detail on ordering slips
- Use a barcode creating machine
- Properly read paperwork to fulfill order request
- Properly distribute vitamins in correct size container

## **Prep-Cook**

**Fountain Groove Inn, The Equus Steakhouse, Santa Rosa, CA, 95401; January**

**2017 - March 2017**

- Prep sauces or food items for the day.
- Store all kitchen item orders and produce orders in an organized, neat manner.
- Set up hotplates and other necessary supplies for parties.
- Plate food orders for parties.

## **Busser, In-Room Dinning, Steward**

**Hyatt Vineyard Creek Hotel, Santa Rosa, CA, 95401; October 17, 2013 -**

**December 31, 2016**

### **Busser**

- Retrieve dirty dishes from tables, supplying clean dishes/silverware.
- Greet and seat customer in a timely, polite manner.
- Take customer's order, and pass it on to waitress and serve the guest drinks.

### **In-Room-Dinning**

- Set up/replace complimentary coffee for costumers.
- Take customers order by phone and deliver the order in timely manner to proper room.
- Maintain work area supplies clean and stocked for other shifts.
- Supervise employees when asked or needed to by manager
- Be an informal/temporary supervisor when the manager is late, not on site, or in a meeting when asked.\_

### **Steward**

- Maintain work area clean and organized.
- Receive and put produce produce/supplies away.
- Washing, Sanitizing, Drying, and putting away dishes and silverware.
- Fill out the inventory order sheet for the kitchen, restaurant, and partially for housekeeping
- Put away all inventory items received

## **Prep-cook**

- Prep sauces or food items needed for the day.
- Store produce orders in an organized, neat manner.
- Set up hotplates and other necessary supplies for parties.
- Plate food orders for parties.

## **Garden Supervisor**

**S.A.Y (Social Advocates for Youth}, Santa Rosa, CA, 95401; March 2013 - June 2013**

- Directly supervising and instructing youth on tasks to be accomplished.
- Watering plants, planting, de-weeding.
- Selling or donating produce to local homeless shelter and businesses.
- Maintaining garden organized and appealing for community members.

## **Construction Worker**

**Sign Setters - Chris, Puentes - Boss - Santa Rosa, CA 95407; May 2012 - August 2012**

- Construction, duties included installing and removal of yard signs from multiple job sites, driving to and from job sites throughout Sonoma County.

## **Miscellaneous. Awards. Badges**

- Spirit Award: Most spirited employee, recognition of motivation, teamwork and positivity **(Hyatt)**

