

# Lynette Bethel

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## Skills

- 16 years Administrative/Management experience. Interviewing, orientation, scheduling, and assessing needs of clients. Meeting and exceeding those expectations.
- Proficient in Microsoft, Excel, and several data base programs. Ability to learn new programs quickly and use them efficiently.
- Exceptional phone, customer service and organizational skills.
- 10 years experience providing direct services to clients in need. Very compassionate and caring personality in helping individuals and their families.
- Very dependable, flexible in scheduling, and ability to go to full-time as your company requires.

## Experience

1/2010 – 7/2010      US Census Bureau, Columbus, OH

### **Recruiter/Tester and Crew Leader**

Recruited, facilitated testing sites and administered testing for applicants.  
Administered training for new employees.  
Managed crew of up to 10 people.  
Problem solved and researched hard to reach customers.

5/2008 – 1/2010      The Lawn Company, Port St. Lucie, FL

### **Remote Account Manager**

Customer Service, scheduling and collections.  
Data base set up and maintenance.  
Working with vendors for best pricing.  
Accounts Payable, Accounts Receivable, and collections.

5/2008 – 6/2009      Home Helpers, Hillsboro, OH

### **Scheduling Manager**

Created and maintained client schedules with caregivers to work the required hours.  
Hired and trained caregivers, matched caregiver to clients.  
Entered timesheets, conducted employee evaluations, handled scheduling issues and problems between clients and caregivers and offered solutions.  
Monitored requirements trainings of caregivers for needs of clients.  
Developed close relationships with both caregivers and clients.  
Marketing of new business in local area.

12/2005 – current      Highland Co. Domestic Violence Agency, Hillsboro, OH

### **Volunteer for Crisis Center**

Responsible for beeper as scheduled to take incoming calls to assist families.  
Counseled on phone and in person to help families in crisis.

10/2002 – 7/2005      Chillicothe Ross Chamber of Commerce, Chillicothe, OH

**Workforce Development Manager**

Worked with area businesses marketing the resources of the Ross County Jobs One-Stop and its partner agencies.

Increased growth of program by 75% in time employed.

Facilitated and presented trainings for businesses and clients.

8/2000 – 10-2002 Pickaway County Jobs and Family Services, Circleville, Oh

**Family Stability Case Manager and WIN Case Manager**

Interviewed and assigned clients to programs based on need.

One-on-one counseling to help with barrier reduction, job placement and networking to multiple resources in the community.

Managed resource room, job postings from employers.

Helped with resume development and job search.

2/1998 – 2/2000 Pickaway Ross Career and Technology Ctr. Chillicothe, OH

**Adult Assessment and Family Connections Coordinator**

Computer work and assisting major employers with hiring needs.

Conducted classes and one-on-one counseling for multi-barriered clients.

Set up and provided transportation to appointments.

4/1994 - 1/1998 - Railvan Multimodal Inc., Worthington, OH

**Customer Service Representative promoted to Team Leader promoted to Weekend Manager over 7 teams.**

Handled rail shipments for Fortune 500 companies.

Set up pick up and delivery and tracing loads and notifying clients.

8/1986 - 4/1994 - Hoosier Photo Supply, Inc., Hilliard, Ohio

**Customer Service Representative promoted to Service Manager promoted to Branch Assistant for Ohio Operations**

Maintained \$250,000 inventory with no back order promise to major clients.

Worked with clients and vendors to guarantee best pricing for graphic arts supplies.

Trouble shoot client problems with equipment, schedule service technicians, sole service agreements of equipment, made service department profitable in the history of the company.

**Education**

- 1984 Graduate of Huntington High School, Chillicothe, Ohio.
- Have earned 60 hours toward Human Resource Management degree at Ohio University - Chillicothe branch.

References available upon request.