

Roberta Kelly

Career Overview

Dedicated and focused Administrative Support Technician III specializing in administrative support that excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. I am seeking a role of increased responsibility and authority as an Administrative Aide in the Office of the Fire Marshal where my excellent written and verbal communication skills and impeccable interpersonal skills can be better utilized. I am committed to delivering high quality results with little supervision.

Skill Highlights

Advanced knowledge of MS Office Suite	Meticulous attention to details
Excel Spreadsheets	Results oriented
Business writing	Self-directed
QuickBooks knowledge	Strong problem solver
Records Management	Professional and mature
Advanced knowledge of office machine operations	Strong organizational skills
Invoice Billing	Report writing
Trouble shooter	Schedule management
Dedicated team player	Meeting planning
Knowledge of audio visual equipment	Resourceful Leader

Core Accomplishments

Created brochures, booklets, fliers and other materials used for fire safety presentations. Managed the day to day fire inspection fee billing process and resolve billing issues. Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists. Served as central point of contact for all visitors to the Office of the Fire Marshal needing assistance. Designed electronic file systems and maintained electronic and paper files. Successfully planned, trained and executed meetings, lunches and special events for large groups of people & employees. High-performing professional with extensive experience working with a diverse client base and delivering results. Motivated, result-driven, and reliable office administrative professional with 19 years of experience providing executive-level support.

Professional Experience

Administrative Support Technician III

Howard County Department of Fire & Rescue Services

Columbia, MD

Performs advanced technical level administrative support work, which may include supervisory responsibility, under general supervision from an administrative or technical superior. Work typically involves performing responsible clerical and secretarial work essential to the successful operation of a specialized function. Work may also include supervision of data entry staff and coordination and work scheduling of the data entry function. Work at this level may also include independent responsibility for a moderately complex clerical process. Essential duties and responsibilities include:

Procurement - Initiate, review, and place orders for several different commodities (i.e., office supplies, firefighting tools, maintenance and service agreements). Obtain any equipment necessary for training or daily operations as necessary. Keep records of all transactions taking place with use of PDQ cards for all OFM staff. Reconcile receipts and invoices at end of month, procure validation documents for backup. Deduct PDQ expenditures from budget. Make payments to various companies on a monthly basis or as

needed for services rendered and goods provided, keeping track of charges to ensure accurate billing.

Custodian of Records - Maintain all street address records and personnel membership records for Code Enforcement Division (CED), Fire Investigation Division (FID), and Community Outreach personnel. Responsible for filing system organization, and maintenance managing and updating the record keeping system for the bureau. Updates and maintains the record retention system. Manage and reply to all PIA request for the bureau.

Register personnel for training courses throughout the United States. Organize documentation for proof of pre-requisite, completion and payment. Register participants for numerous seminars and workshops. Prepares the official leave request for registration of classes in a timely manner. Determines training needs, such as registration fees, lodging, meals, travel costs, and reimbursement. Track per diem costs and guidelines to stay in accordance with county regulations and notifies personnel of approved leave.

Fee for Fire Inspection Program responsible for processing the appropriate fees when fire and life safety inspections are conducted. Coordinate with the Office of Finance that the invoice billing process is efficient and track through their system. Prepares a detailed, monthly report regarding revenue amounts generated through inspections for the month. Receives, processes, posts, approves and issues all recreational burn permits.

Trained as Webmaster for the bureau managing, posting, editing and updating information posted to the Inter and Intranet website. Educating and communicating with internal and external customers the importance of fire safety, in the home, in the workplace and at play.

Tracks, reviews and maintains bureau budget and accounting records within the County Purchasing guidelines and tracks all PDQ card purchases. Reconciles monthly with the Department of Finance's financial report. Instrumental in preparing and submitting Bureau's budget request each year. Process payments, purchases, and claims utilizing the County's electronic purchasing website. Determines within SAP which accounting line items will be deducted from and which line items are in need of added funds and deduct purchases from budget.

Composition, Distribution of Correspondence and Documents - Plan, compose, type, edit, and distribute correspondences. Format and produce complex documents, such as manuals for mass distribution or testing, without original draft or from a general rough draft. Creates spreadsheets, fillable forms, and other documents capable of calculations on-demand basis and with little notice or direction. Creates certificates and special documentations also maintains official lists of emergency contact information for OFM.

Distribute the mail to bureau personnel. Answers and routes telephone calls to the OFM also, assist individuals calling in with questions and concerns. Performs and tracks maintenance on office machines. Facilitate, attend, record, transcribe and distribute information and minutes for various types of meetings held throughout the State, Currently serves as the Secretary for the MD State Fire Marshal's Committee and works closely with the Chairperson. Facilitate the scheduling of caterers, speakers, officials and coordinate with host locations all audio/visual arrangements.

Currently the volunteer Building Coordinator 1 for Risk Management responsible for coordinating the safe evacuation of personnel from the entire Gateway building in the event of a dangerous incident. Facilitate and coordinates along with risk management trainings, fire drills, designated meeting areas and accountability of individuals working or visiting in the building. Establish effective working relationships with employees at various levels. Also currently volunteer for BOSH as the Fire & Rescue Fitness Room Coordinator responsible for facilitating the use of the room and gym equipment.

Executive Secretary

Community Action Council of Howard County, Inc

Columbia, MD

Seven years of experience managing the duties of a busy Executive Director for a non-profit organization that provides services to low income families, children and the elderly citizens of Howard County, MD. Responsible for developing and maintaining relationships with community referral sources such as schools, organizations and community groups. Prepared and maintained records and case files including documentation of client's eligibility and personal information for services provided. Processed client contact narratives and relevant correspondences. Handled public relation inquires and concerns. Planned travel arrangements for the Executive Director and other staff and volunteers. Provided extensive customer service and interactions with the general public and government officials.

Department Manager

The Hecht Company

Mid-Atlantic Region

Fifteen years of experience managing the day-to-day operations of several departments within a major retail environment. Responsible for all aspects including hiring, firing, training, inventory control, pricing, profit and loss, employee scheduling, merchandising, marketing, daily and monthly sales goals and customer service. Instrumental in managing the closing of the historic F street store and opening the new Metro Center Flagship store in Washington, DC and closing the Manassas, VA warehouse location.

Education

Howard Community College

Columbia, MD

Towson State

Baltimore, MD

Atholton High School

Columbia, MD

Additional Skills

Leadership – volunteered to serve as the Secretary of the MD State Fire Marshal's Committee.

Management – Trained and supervised over 200 employees in census data collection.

Member, International Association of Administrative Professionals (IAAP).

Professional Training/Development

-
- Automated External Defibrillator - AED
 - Hands Only Cardiopulmonary Resuscitation - CPR
 - Opioid Overdose Training to administer Naloxone
 - Stop the Bleeding Control
 - Crowd Manager
 - Safe Kids Car Seat Tech
 - Life Safety for Assisted Living Facilities
 - Volunteer at Grassroots Homeless Shelter
 - Howard County Fair Fire & Rescue Information Booth
 - Rebuilding Howard County - Volunteer
 - The Harriet Tubman Foundation of HC MD, Inc. – BOD Secretary
 - Office of Human Rights Rev. Dr. Martin Luther King, Jr, Holiday Commissioner
 - Office of Human Rights Rev. Dr. Martin Luther King, Jr, Holiday Commission, Chairperson
 - Howard County Board of Elections - Provisional Judge
 - Recreation & Parks Department – Volunteer
 - Risk Management Gateway Building Coordinator 1
 - BOSH Gateway Fitness Room Coordinator
 - Howard County Harriet Tubman Advisory Council
 - Mary's Home – Volunteer/Mentor
 - Locust United Methodist Church Historian
 - Years of community relations experience volunteering with various groups, committees and civic and religious organizations.
 - References available upon request