

Name: Arce, Melissa

ITEM 3A

<p>Position Applying for: Archives and Records Manager</p>	<p>Current City Employee: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Position/Grade: N/A Original Hire Date: N/A</p>	<p>Date of Disqualification: January 3, 2012</p>	<p>Date Appeal Filed: January 4, 2012</p>
<p>Reason for Disqualification: Lacks Minimum Requirements</p>	<p>Date of Examination: 01/11/2012 Conditional Exam: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p>	<p>Disqualified by: <input type="checkbox"/> Phone <input checked="" type="checkbox"/> E-Mail <input type="checkbox"/> In Person</p>	<p>Was the Appeal Filed in Timely Manner: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

Rule or Ordinance Under Which Disqualified:

Rule 8, Section 1.d.1: The Human Resources Director, subject to appeal to the Commission, will refuse to examine an applicant, or after examination to certify him or her as eligible and will remove his or her name from the eligible list for any of the following reasons, in each case to be fully documented:
(1) He is found to lack any of the minimum requirements established in the classification for the position and grade for which he applies.

Minimum Qualifications	Applicant Qualifications	Deficits
<p>Education A Bachelor's degree in Archives Management, Museum Studies, History, Government, Business or Public Administration, or related field.</p> <p>Experience Four (4) years professional experience in establishing or administering archives or centralized records management programs, including two (2) years supervisory experience.</p>	<p>-Bachelor's degree in Business Management and Human Resource Management. -Twelve (12) semester credit hours toward Master in Business Administration</p>	<p>None</p> <p>Four (4) years of experience and two (2) years of supervision</p>

Comments

Ms. Arce does not meet the minimum experience qualifications for this position. She is lacking four (4) years professional experience in establishing or administering archives or centralized records management programs and two (2) years of supervision within the required experience. Ms. Arce states on her appeal that her experience as a Police Records Specialist for the City of El Paso should be considered as qualifying experience. The Human Resources Department does not consider her experience as a Police Records Specialist as qualifying professional experience. Additionally, she does not have two years of professional supervisory experience in establishing or administering archives or centralized records management programs. Therefore, she is not qualified for the position.

Non-Qualifying Education/Experience:

Education:

N/A

Experience:

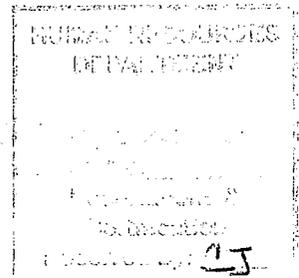
Position	Years	Months
Employment Advisor-TX Workforce	1	5
Sr Cashier- COEP		7
Office Mgr- S&B		8
Program Spec- EP Psychiatric		6
Admin Asst- UTEP	1	4
Police Records Spec- COEP	5	8
Admin Asst- Savanne	1	3
Secretary- COEP		2
Asst Mgr/HR Mgr- Melrose	3	0
Asst Mgr/HR Mgr- Vogue	3	2

Prepared by: 

Reviewed by: 



Civil Service Commission Appeal Form



To: The Honorable Civil Service Commission:

I Melissa Arce _____ hereby appeal being Disqualified to take the examination

for: **Examination Title:** Records & Archives Manager

Date notified of disqualification: 1/3/2012

Disqualified Under Rule/Ordinance: Check all boxes that are applicable.

Reason for disqualification: Rule 8.1.d.1 Rule 8.1.d.2 Rule 8.1.d.3 Rule 8.1.f Rule 12.9
Ordinance 8064

OTHER _____ (write specific Rule you are appealing)

C.S.C. Rule 8.1.d.1 Applicant does not meet minimum qualification	YES	NO	N/A
Do you meet the educational requirements as stated in the job specification for this position?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you provide official proof of Education or other requirements, official transcripts, original or certified copies of diplomas?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you meet the minimum required experience as stated in the job specification for this position?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the education and/or experience listed in the application?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Detail your qualifying experience (use additional paper if necessary)

I worked for the El Paso Police Department as a Records Specialist from 2001 to 2006. I have experience in archiving, scanning & microfilming all arrest supplements, complaint affidavits, accident reports, incident reports & booking dockets. We would prepare arrest records and EPPD files for retrieval. Would prepare and research cases and EPPD information for officers and other internal and external clients. Was trained in Open Records policies and procedures what could be released to the public. Entered and researched information in the Records Management System , OTG system and ILeads system. Prepared documents for storage according to the state policies and procedures for storage of records. I feel that my experience and education superceed the requirements for this job. I have a Bachelor's of Science in Management/Human Resources and 12 hrs towards my MBA. According Ms. Jimenez I do not qualify for the position because my experience is not in a professional setting. I do not agree with her and feel I should be allowed to take the examination.

C.S.C. Rule 8.1.d.2 or Ordinance 8064.51.b Conviction of Felony or Misdemeanor	YES	NO	N/A
Is your conviction job related to the position sought?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Will the conviction have an adverse affect on your ability to perform the duties of this position?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Please detail why your conviction will not affect your job performance. Please submit any supporting documentation regarding this issue.

C.S.C. Rule 8.1.d.3. Dismissed from Public Service
C.S.C. Rule 8.1.f Dismissed from City Employment

YES **NO** **N/A**

Are the circumstances of your dismissal related to the duties of the position being sought?

Please detail the circumstances involving your dismissal from public service. Please provide any supporting documentation regarding this issue.
_____ I am appealing because I do not agree with the reason I am being disqualified from taking this examination. _____

C.S.C. Rule 12.9 Failed to Pass Probationary Period

This provision may be waived by the Commission if in their judgment the cause of the removal from any eligible list or resignation will not affect the employee's usefulness in some other position.

Please detail reasons for removal or resignation during this probationary period. Please submit any supporting documentation regarding this issue.

Other _____ (write specific rule you are appealing).

Please explain what you are appealing
I do not agree with the reason why I was disqualified for the position. _____

Name: Melissa Arce	Address:	City/State/Zip
Telephone:	Person ID #:	
Applicant Signature: Melissa Arce _____		Date: 1/4/2012
RECEIVED JAN 4 2012		
CIVIL SERVICE COMMISSION		

Please note: In accordance with the Texas Public Information Act, information from your application and/or resume may be subject to release to the public.

The electronic transmission of this appeal form via e-mail will constitute a signature: Check signifies electronic signature



CITY OF EL PASO
Established Date: Apr 24, 2006

Archives & Records Manager

Class Code:
11030 PM 128

SALARY RANGE

\$22.01 - \$32.56 Hourly
\$1,761.09 - \$2,604.65 Biweekly
\$3,815.69 - \$5,643.40 Monthly
\$45,788.24 - \$67,720.81 Annually

MINIMUM QUALIFICATIONS:

Education and Experience: A Bachelor's degree in Archives Management, Museum Studies, History, Government, Business or Public Administration, or related field, plus four (4) years professional experience in establishing or administering archives or centralized records management programs, including two (2) years supervisory experience.

Licenses and Certificates: Texas Class "C" drivers license, or equivalent issued by another state.

GENERAL PURPOSE:

Under general direction, manage creation, organization, use, maintenance and disposition of City official and historical document and other records.

TYPICAL DUTIES:

Plan, develop, implement and direct economical and effective methods for accessing, handling, storage and disposal of active and inactive public and confidential information in central, departmental and non-city repositories. Involves: Devise and oversee preservation and retrieval programs for ordinances, codes, resolutions, contracts, reports, correspondence, maps, drawings, ledgers, logs and other items documenting actions and events pertaining to City government functions, organization and officials, including coding and filing systems, database catalogs, finding aids and acquisition register, and disaster recovery plans. Research feasibility of installing new automation technologies, and new software and hardware at archives and records center. Review state and federal records requirements to formulate recommendations for records control policies and schedules for Mayor and Council approval and submission to interested governmental authorities. Consult with department management throughout city government to analyze, advise on and provide staff training in records keeping principles and practices and related cost controls, and to prepare detailed standard operating procedures for comprehensive records retention and administration, including arrangements for transfers from active to inactive status, delivery to archives, indexing and reformatting to and from paper, photographic, magnetic and optical media. Identify endangered materials and extent of conservation work needed, and arrange for basic repair and preventive preservation for paper records. Oversee or conduct periodic physical inventories of records stored. Research and confer with city officials and other interested parties to assess the historical significance of material, and establish and maintain permanent collections. Recommend retention or destruction of public records, and issue notices of disposal to the citizens and interested agencies as required.

Provide reference services in person, by phone, email or fax. Involves: Act as primary

liaison to internal and external audiences which includes approving access to archived information of a confidential or unofficial nature. Interpret finding aids, instruct in handling of materials and advise on application of archival materials to research activities. Respond to requests for material in archives by researching availability and abstracting information, and arranging for duplication and delivery. Refer researchers to pertinent materials available in other resources such as libraries, museums and private collections as necessary. Arrange for use of collections for outreach, including curriculum and exhibits.

Perform division administration functions. Involves: Participate in preparation of annual department budget. Forecast short and long-term need for records management staffing, facilities, equipment and supplies. Recommend purchase of storage, retrieval, and disposal equipment. Monitor expenditures, evaluate and approves purchase requests within limits of authority. Participate in selection of vendors, such as non-city storage facilities, and contract negotiations, Research grant sources and write application proposals. Prepare activity reports and maintain related records.

Supervise assigned personnel. Involves: Schedule, assign, instruct guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Application of considerable knowledge of modern archival and records management principles and practices, including descriptive cataloging, and original and automated document and data storage and retrieval systems.
- Application of considerable knowledge of available sources of information, the historical contexts governing archival operations, and allied administrative processes.
- Application of good knowledge of historical research methodology.
- Application of good knowledge of computer and Internet applications, including creation, maintenance and accessing of databases, and electronic records encoding, formatting and publication.
- Application of good knowledge of rules, regulations and laws pertaining to records retention and access to public information.
- Application of good knowledge of supervisory and customer relations techniques.
- Analyze objectives and operational requirements and make evaluative judgments to solve complex problems of developing and implementing suitable archival operational policies and methods
- Establish priorities, develop budgets, organize resources and direct activities of a records management program.
- Conceptualize, initiate and coordinate pertinent studies of archival materials.

- Interpret and evaluate client informational needs and to determine appropriate alternative solutions.
- Clear, concise oral and written communication to explain technical information for a non-technical audience such as when conducting record maintenance and archive use training, and to prepare indices, bibliographies, descriptions, other reference guides, grant proposals, reports and correspondence.
- Establish and maintain effective working relationships with city management and employees, educational institutions, museums, libraries, historians, businesses, vendors, lawyers and the public.

OTHER JOB CHARACTERISTICS:

- Occasional driving through city traffic.
- Occasional moving of moderately heavy weights (up to 50 pounds) to lift and carry boxes of records.
- Occasional traversing of lattice work flooring to store, inventory & retrieve archival materials from upper level of stacks of central records repository.
- Occasional exposure to dust and mold in records storage areas.

CLASSIFICATION STATUS:

(Ord. 016352 04/25/06)

As provided under Classification and Compensation Ordinance 8064, Section 2.2, General purpose and typical duties summarized are only illustrative of work customarily assigned and performed. Typical requirements shown may be more specifically defined by additional job analysis. Equivalencies for education or experience shown may be more specifically defined by CSC approved guidelines.

11030-1111 - Archives & Records Manager

Contact Information -- Person ID:

Name: Melissa Arce Address:
 Email:
 Notification Preference: Email
 Home Phone: Alternate Phone:
 Person ID: Former Last Name:
 Month and Day of Birth:

Personal Information

Driver's License: Yes, Class C
 Can you, after employment, submit proof of your legal right to work in the United States? Yes
 What is your highest level of education? Bachelor's Degree

Preferences

Preferred Salary: \$13.00 per hour; \$24,000.00 per year
 Are you willing to relocate? Maybe

Types of positions you will accept:
 Types of work you will accept:
 Types of shifts you will accept:

Objective

To secure a position where my existing skills in the areas of administration and customer service can be utilised by a progressive and innovative company.

Education

Graduate School
 Park University
 www.park.edu
 8/2008 - 5/2009
 Parkville, Missouri
 Did you graduate: No
 College Major/Minor: Business Administration
 Units Completed: 12 Semester
 Degree Received: No Degree

College
 Park University
 www.park.edu
 3/2005 - 5/2008
 Parkville, Missouri
 Did you graduate: Yes
 College Major/Minor: Management/Human Resources
 Units Completed: 123 Semester
 Degree Received: Bachelor's

Work Experience

Employment Advisor
 8/2010 - Present
 Texas Workforce Commission
 Hours worked per week: 40
 Monthly Salary: \$2,350.00
 Name of Supervisor:
 May we contact this employer? Yes

Duties

Inform applicants of job openings and details such as duties and responsibilities, compensation, benefits, schedules, working conditions, and promotion opportunities. Contact employers to solicit orders for job vacancies, determining their requirements and recording relevant data such as job

descriptions. Perform reference and background checks on applicants. Interview job applicants to match their qualifications with employers' needs, recording and evaluating applicant experience, education, training, and skills. Review employment applications and job orders to match applicants with job requirements, using manual or computerized file searches. Select qualified applicants or refer them to employers, according to organization policy. Provide background information on organizations with which interviews are scheduled. Instruct job applicants in presenting a positive image by providing help with resume writing, personal appearance, and interview techniques. Maintain records of applicants not selected for employment. Evaluate selection and testing techniques by conducting research or follow-up activities and conferring with management and supervisory personnel

Reason for Leaving

still employed

Senior Cashier
12/2009 - 7/2010

Hours worked per week: 40

Monthly Salary: \$1,800.00

Name of Supervisor:

City of el paso

May we contact this employer? Yes

Duties

Receive payment by cash, check, credit cards, vouchers, or automatic debits. Issue receipts, refunds, credits, or change due to customers. Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change. Greet customers entering establishments. Maintain clean and orderly checkout areas. Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners. Issue trading stamps, and redeem food stamps and coupons. Resolve customer complaints. Answer customers' questions, and provide information on procedures or policies. Cash checks for customers

Reason for Leaving

contract

Office Manager
4/2009 - 12/2009

Hours worked per week: 40

Monthly Salary: \$2,500.00

Name of Supervisor:

S&B Infrastructure

F. ...

May we contact this employer? Yes

Duties

Responsible for the smooth operation of the day-to-day business of the company. Develop office procedures and policies for department. File and maintaining office records. Dictate, type and create documents in word processor. Interview prospective clerical employees. Evaluate the performance of each staff member. Resolve inter office disputes. Train new employees in office procedures, telephone systems and office equipment. Manage payroll, and reimbursing members of the firm for out-of-pocket business expenses. Manage office budget to include reconciliation of bank statements with purchase requisitions. Prepare assigned annual budget for department. Monitor expenditures in assigned areas to assure sound fiscal control. Advise department and division heads of budget levels. Oversee the preparation of requisitions and purchase orders. Prepare budget transfer requests to other accounts for trips or other expenditures. Conduct internal audits and cost control analysis to assure budget is not over. Prepare design reports and and give presented ot IBWC to management and staff for review and did corrections in a specific time period. Attend meetings to receive feedback on reports and document any changes needed for proposals.

Reason for Leaving

still employed

Program Specialist
6/2008 - 12/2008

Hours worked per week: 40

Monthly Salary: \$2,200.00

El Paso Psychiatric Center

of Employees Supervised: 15

Name of Supervisor:

May we contact this employer? Yes

Duties

Applied knowledge of SORM 2000 forms, created data base for workers' compensation injury forms, evaluated employees performance, handled all disciplinary actions for employees, scheduled employees and kept timekeeping records, approved vacation leave, etc. Implemented risk management procedures to all new employees at employee orientation. Kept budget of department and handles all purchase requisitions. Prepared assigned annual budget for department. Monitored expenditures in assigned areas to assure sound fiscal control. Advised department and division heads of budget levels. Maintained and prepared all purchase requisitions and purchase orders. Prepared budget transfer requests when needed to cover other expenditures. Trained new employees on risk management and safety policies and procedures. Created Governing body report on a quarterly basis. Provided advice and assistance to employees and managers, program administration, research, and case management in matters related to workers' compensation/injury benefits and issues. Reviewed claim forms submitted and ensure the prompt submission and processing of claims. Maintained all related medical information and reports to ensure that all timelines are met and all related actions were processed in accordance with established procedures. Reviewed the validity of the claims, and guided supervisors through the process of challenging claims in instances in which the information provided was questionable. Monitor claims filed to determine patterns of possible abuse and/or fraud, and advised the supervisor accordingly. Served as liaison with DOL to expedite the adjudication of claims submitted and Prompted approval of required procedures, and report any information that lead to the disapproval of a claim. Responsible for performing the full range of employee benefits activities in support of management's goal to help employees obtain maximum gains from available benefits. Developed new or modified employee benefits work methods, approaches, or procedures for delivering effective services. Developed and delivered briefings, project papers, status/staff reports, and correspondence to foster understanding and acceptance of findings and recommendations.

Reason for Leaving

resigned

Administrative Assistant

1/2007 - 5/2008

UTEP

Hours worked per week: 40

Monthly Salary: \$2,000.00

of Employees Supervised: 3

Name of Supervisor:

May we contact this employer? Yes

Duties

Supervised the workflow for the department administrative or clerical staff; assigned duties & prepares timecards for payroll run; supervised various office mgmt functions, including scheduling and preparing staff departmental meetings. Provided clerical and administrative support for management and department staff, including initiating, drafting, and proofreading correspondence, preparing letters or memorandums, disciplinary reports, hiring requests, and purchase requisitions. Acted as a liaison for management by effectively interacting with faculty and campus personnel. Served as a human resources liaison by processing personnel action paperwork in conjunction with established organizational policies and procedures. Supervised or performed the reception activities, which include meeting and greeting visitors or customers, answering telephones, giving general info, or routing incoming calls to the appropriate personnel. Supervised others who are tasked. Maintained a high degree of confidentiality on all sensitive information this position is privy to; managed Directors calendar and independently schedules appointments. Processed new appointments or changes in appointments via BIS/KRONOS systems; processes payment vouchers for training or education reimbursements. Outlined and explains university procedures and policies to supervisory workers, and monitored compliance; assists with budget preparation; created and maintained database and spreadsheet files. Arranged programs, events, conferences, trainings, and meetings by arranging for facilities (and caterer), issuing information or invitations, coordinating speakers, & controlling event budget; arranges complex and detailed travel plans & itinerary. Managed office budget to include reconciliation of all bank statements and procurement charges made on a monthly basis. Prepared

assigned annual budgets. Monitored expenditures in assigned areas to assure sound fiscal control. Advised department and division heads of budget levels. Oversee the preparation of requisitions and purchase orders. Prepare budget transfer requests. Conducted internal audits and cost control analysis. Assisted with grant preparation and ensured that expenditures were conducted in accordance with grant specifications.

Reason for Leaving
resigned

Police Records Specialist
2/2001 - 10/2006

El Paso Police Department

Hours worked per week: 40
Monthly Salary: \$1,900.00
of Employees Supervised: 0
Name of Supervisor:

May we contact this employer? Yes

Duties

Performed specialized police record keeping duties. Involves: Scanning crime reports to determine nature of offense; writing codes on reports based upon Texas Uniform Crime Report (UCR) definitions; assigning cross-index codes where appropriate; distributing reports to entry and disposition stations for handling; updating data records and optical applications as required; responding to complex request for information either in person or over the phone; prepared materials for court presentation; disclosing information to the public or law enforcement personnel in compliance with Open Records Act, Texas Criminal Laws, Texas Family Code, Texas Motor Vehicle Laws, and any applicable federal statute; taking fingerprint impressions, making fingerprint comparison, taking photos, checked and processed criminal history documents; trained personnel as assigned Performed related incidental duties contributed to realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; provided designated support for projects or activities overseen by higher-grades, non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; maintained awareness of occupationally related technological, legal, and methodological developments; logging activities; preparing and submitting recurring or special status reports; keeping tools, equipment and work area orderly, safe and clean.

Reason for Leaving
resigned

Administrative Assistant
11/1999 - 2/2001

Savanne International

Hours worked per week: 40
Monthly Salary: \$1,700.00
Name of Supervisor: Becky Pitcher - Supervisor
May we contact this employer? No

Duties

Performed all administrative and clerical duties, answered phones, filed, created spreadsheets for quality control, schedule meetings, make travel arrangements, communicated with outside buyers. Analyzed operating practices and procedures to create new or to revise existing methods. Coordinated and directed office services, such as records and budget preparation, personnel, to aid executives, Filed and retrieved corporation documents, records, and reports. Interpreted administrative and operating policies and procedures for employees. Planned conferences for supervisors. Prepared records and reports, such as recommendations for solutions of administrative problems and annual reports. Read and answered correspondence. Studied management methods to improve workflow, simplify reporting procedures, or implement cost reductions.

Reason for Leaving
resigned warehouse is no longer open

Secretary
9/1999 - 11/1999

City of El Paso

Hours worked per week: 40
Monthly Salary: \$1,400.00
Name of Supervisor:

May we contact this employer? Yes

Duties

Performed all administrative and clerical duties effectively and accurately, answered phones, filed, organized enrollment meeting for employees, set up employees with insurance benefits, calculated amount to be deducted from payroll, explained benefits and coverage, customer service, Analyzed operating practices and procedures to create new or to revise existing methods. Coordinated and directed office services, such as records and personnel, to aid executives. Filed and retrieved corporation documents, records, and reports. Interpreted administrative and operating policies and procedures for employees. Prepared records and reports, such as recommendations for solutions of administrative problems and annual reports. Read and answered correspondence.

Reason for Leaving
temporary position

Assistant Manager/Hr Manager
9/1996 - 9/1999

Melrose

Hours worked per week: 40
Monthly Salary: \$1,300.00
of Employees Supervised: 14
Name of Supervisor:

May we contact this employer? Yes

Duties

Supervised employees, handled all disciplinary actions for employees, and gave yearly employment performance ratings. Cashiered, filed all inventory documentation and all other necessary paperwork needed to run the store, answered phones, imposed good customer service on employees. Handled all inventory and loss prevention procedures. Created sales quotas for employees, balanced out registers at end of each shift. Scheduled employees for weekly shifts, merchandised clothes and set up displays. Trained employees on register and balancing out, hired employees, and interviewed employees. Handled all cash transactions to include: cash register entries, balancing of till and investigate and correct any discrepancies. Handled cash amounts of over 5,000 dollars on a daily basis. Prepared and entered all cash deposits into the system and then deposited them in the bank. Handled all Human Resources duties to include: instructed employees on rules and regulation; developed methods to improve employment policies, procedures, and practices. Informed employees of sexual harassment rules and regulations and penalties, informed employees about their rights for workers compensation, informed them of their EEOC rights and about discrimination in the workplace, etc. Handled all accounts payables and accounts receivables. Handled all payroll deductions and timekeeping of employee hours and recorded payroll into computer and submit to corporate office. Orientated employees in areas such as insurance benefits, 401k plans and calculated payment amounts per pay period for employees according to age and status, actuarial sciences, finance, and welfare plan administration and accounting. Had knowledge of all regulatory and legal requirements including ERISA, IRC, DOL code COBRA and HIPAA. Possessed knowledge in the principles and procedures of statistical analysis and evaluation techniques. Analyzed and interpreted data and prepared reports and presentations from data obtained. Used automated to track and gather data for various reporting purposes. Prepared and delivered presentations to large groups of employees related to the Company's annual benefit enrollment and other employee benefit related meetings. Established and maintained good working relationships with upper management, customers, fellow employees, representatives of other retail establishments, buyers and merchandisers and the public. Maintained a strong sense of propriety concerning confidential matters. Delivered superior customer service to internal and external customers

Reason for Leaving
resigned store closed

Assistant Manager/Hr Manager

9/1992 - 11/1995

Vogue

Hours worked per week: 40

Monthly Salary: \$1,200.00

of Employees Supervised: 10

Name of Supervisor:

May we contact this employer? No

Duties

Supervised employees, handled all disciplinary actions for employees, and gave yearly employment performance ratings. Cashiered, filed all inventory documentation and all other necessary paperwork needed to run the store, answered phones, imposed good customer service on employees. Handled all inventory and loss prevention procedures. Created sales quotas for employees, balanced out registers at end of each shift. Scheduled employees for weekly shifts, Merchandised clothes and set up displays. Trained employees on register and balancing out, hired employees, and interviewed employees. Handled all Human Resources that included: instructed employees on rules and regulation; developed methods to improve employment policies, procedures, and practices. Informed employees of sexual harassment rules and regulations and penalties, informed employees about their rights for workers compensation, informed them of their EEOC rights and about discrimination in the workplace, etc. Handled all accounts payables and accounts receivables. Handled all payroll deductions and timekeeping of employee hours and recorded payroll into computer and submit to corporate office. Handled all cash transactions to include: cash register entries, balancing of till and investigate and correct any discrepancies. Handled cash amounts of over 5, 000 dollars on a daily basis. Prepared and entered all cash deposits into the system and then deposited them in the bank. Orientated employees in areas such as insurance benefits, 401k plans and calculated payment amounts per pay period for employees according to age and status. actuarial sciences, finance, and welfare plan administration and accounting. Had knowledge of all regulatory and legal requirements including ERISA, IRC, DOL code COBRA and HIPAA. Possessed knowledge in the principles and procedures of statistical analysis and evaluation techniques. Analyzed and interpreted data and prepared reports and presentations from data obtained . Used automated to track and gather data for various reporting purposes. Prepared and delivered presentations to large groups of employees related to the Company's annual benefit enrollment and other employee benefit related meetings. Established and maintained good working relationships with upper management, customers, fellow employees, representatives of other retail establishments, buyers and merchandisers and the public. Maintained a strong sense of propriety concerning confidential matters. Delivered superior customer service to internal and external customers.

Reason for Leaving

store closed

Certificates and Licenses**Skills****Office Skills**

Typing: 55

Data Entry: 45

Other Skills

Excellent writing and grammatical skills; Detail o.
Skilled - 6 years and 0 months

Languages

Spanish - Speak, Read, Write

Additional Information**References**

Professional

Professional

Professional

Professional

Resume

Text Resume

MELISSA ARCE

Career Objective

To gain employment with an organization with opportunities for advancement and growth
Summary of Qualifications

Excellent writing and grammatical skills; Detail oriented; Flexible and able to work overtime when required; Strong communication skills; Strong organizational skills. Proficient in the use of PC applications, to include Word, Excel, Access, and Outlook. Possess exceptional professional and personal ethics, strong leadership skills, and good interpersonal skills. Possess the ability to communicate effectively both verbally and in written form, and am multi-task oriented.
Fully Bilingual (Read, Write, Speak)

Work History

March 11, 2009 to present
S&B Infrastructure- El Paso, Texas

Responsible for the smooth operation of the day-to-day business of the company. Develop office

procedures and policies for department. File and maintaining office records. Dictate, type and create documents in word processor. Interview prospective clerical employees. Evaluate the performance of each staff member. Resolve inter office disputes. Train new employees in office procedures, telephone systems and office equipment. Manage payroll, and reimbursing members of the firm for out-of-pocket business expenses. Manage office budget to include reconciliation of bank statements with purchase requisitions. Prepare assigned annual budget for department. Monitor expenditures in assigned areas to assure sound fiscal control. Advise department and division heads of budget levels. Oversee the preparation of requisitions and purchase orders. Prepare budget transfer requests to other accounts for trips or other expenditures. Conduct internal audits and cost control analysis to assure budget is not over.

EL Paso Psychiatric Center - El Paso, Texas
Assistant Director of Support Services

Applied knowledge of specific program(s) operations and technical aspects to make judgments of quality of services provided.
Applied knowledge of service programs including practices, methods, procedures, regulations, human rights, instruments, and equipment. Responsibilities included: program planning and development; conducting studies and research; technical training and programmatic assistance; needs assessment and case management; habilitation and rehabilitation service development and implementation; housing, vocational and transportation related services; eligibility determination, program evaluation, client rights and/or grievance resolution; policy development and analysis; inspection and certification; and, coordination of resources. Supervised 3 security guards, 8 custodians, 3 maintenance employees, 2 administrative assistants, 4 PBX operators. Applied knowledge of SORM 2000 forms, created data base for workers' compensation injury forms, evaluated employees performance, handled all disciplinary actions for employees, scheduled employees and kept timekeeping records, approved vacation leave, etc. Implemented risk management procedures to all new employees at employee orientation. Kept budget of department and handles all purchase requisitions.

Jan 22, 2007-May 31, 2008
UTEP - El Paso, Texas
Administrative Assistant

Supervised the workflow for the department administrative or clerical staff; assigned duties & prepares timecards for payroll run; supervises various office mgmt functions, including scheduling and preparing staff departmental meetings. Provided clerical and administrative support for management and department staff, including initiating, drafting, and proofreading correspondence, preparing letters or memorandums, disciplinary reports, hiring requests, and purchase requisitions. Acted as a liaison for management by effectively interacting with faculty and campus personnel. Served as a human resources liaison by processing personnel action paperwork in conjunction with established organizational policies and procedures. Supervised or performed the reception activities, which include meeting and greeting visitors or customers, answering telephones, giving general info, or routing incoming calls to the appropriate personnel. Supervised others who are tasked. Maintained a high degree of confidentiality on all sensitive information this position is privy to; managed Directors calendar and independently schedules appointments. Processed new appointments or changes in appointments via BIS/KRONOS systems; processes payment vouchers for training or education reimbursements. Outlined and explains university procedures and policies to supervisory workers, and monitored compliance; assists with budget preparation; created and maintained database and spreadsheet files. Arranged programs, events, conferences, trainings, and meetings by arranging for facilities (and caterer), issuing information or invitations, coordinating speakers, & controlling event budget; arranges complex and detailed travel plans & itinerary.

Feb 12, 2001 - Oct 11, 2006
EL PASO POLICE DEPT. - EL PASO, Texas
POLICE RECORDS SPECIALIST

Performed specialized police record keeping duties. Involves: Scanning crime reports to determine nature of offense; writing codes on reports based upon Texas Uniform Crime Report (UCR) definitions; assigning cross-index codes where appropriate; distributing reports to entry and disposition stations for handling; updating data records and optical applications as required; responding to complex request for information either in person or over the phone; preparing materials for court presentation; disclosing information to the public or law enforcement personnel in compliance with Open Records Act, Texas Criminal Laws, Texas Family Code, Texas Motor Vehicle Laws, and any applicable federal statute; taking fingerprint impressions, making fingerprint comparison, taking photos, checks and processes criminal history documents; training personnel as assigned Perform related incidental duties

contributing to realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for projects or activities overseen by higher-grades, non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; maintaining awareness of occupationally related technological, legal, and methodological developments; logging activities; preparing and submitting recurring or special status reports; keeping tools, equipment and work area orderly, safe and clean.

Nov 12, 1999 - Feb 09, 2001
SAVANNE INTERNATIONAL - El Paso, Texas
Administrative Assistant

Performed all administrative and clerical duties, answered phones, filed, created spreadsheets for quality control, schedule meetings, make travel arrangements, communicate with outside buyers
Analyzed operating practices and procedures to create new or to revise existing methods. Coordinated and directed office services, such as records and budget preparation, personnel, to aid executives, Filed and retrieved corporation documents, records, and reports. Interpreted administrative and operating policies and procedures for employees. Planned conferences for supervisor
Prepared records and reports, such as recommendations for solutions of administrative problems and annual reports.
Read and answered correspondence. Studied management methods to improve workflow, simplify reporting procedures, or implement cost reductions.

Aug 25, 1999 - Nov 01, 1999
City of El Paso - El Paso, Texas
Secretary

Performed all administrative and clerical duties effectively and accurately, answered phones, filed, organized enrollment meeting for employees, set up employees with insurance benefits, calculated amount to be deducted from payroll, explained benefits and coverage, customer service, Analyzed operating practices and procedures to create new or to revise existing methods. Coordinated and directed office services, such as records and personnel, to aid executives. Filed and retrieved corporation documents, records, and reports.
Interpreted administrative and operating policies and procedures for employees. Prepared records and reports, such as recommendations for solutions of administrative problems and annual reports. Read and answered correspondence.
Studied management methods to improve workflow, simplify reporting procedures, or implement cost reductions.

Sep 11, 1996 - Aug 21, 1999
Melrose - El Paso, Texas
Assistant Mgr/Human Resources Manager

Supervised employees, handled all disciplinary actions for employees, gave yearly employment performance ratings. Cashiered, filed all inventory documentation and all other necessary paperwork needed to run the store, answered phones, imposed good customer service on employees.
Kept payroll, handled all inventory and loss prevention procedures. Created sales quotas for employees, balanced out registers at end of each shift. Scheduled employees for weekly shifts, Merchandised clothes and set up displays. Trained employees on register and balancing out, hired employees, and interviewed employees. Handled all Human Resources that included: instructed employees on rules and regulation; developed methods to improve employment policies, procedures, and practices. Informed employees of sexual harassment rules and regulations and penalties, informed employees about their rights for workers compensation, informed them of their EEOC rights and about discrimination in the workplace, etc.
Handled all accounts payables and accounts receivables
Handle all payroll deductions and timekeeping of employee hours and recorded payroll into computer and submit to corporate office

Sep 24, 1992 - Nov 14, 1995
Vogue - El Paso, Texas
Assistant Mgr/Human Resources Manager

Supervised employees, handled all disciplinary actions for employees, gave yearly employment

performance ratings. Cashiered, filed all inventory documentation and all other necessary paperwork needed to run the store, answered phones, imposed good customer service on employees. Kept payroll, handled all inventory and loss prevention procedures. Created sales quotas for employees, balanced out registers at end of each shift. Scheduled employees for weekly shifts, Merchandised clothes and set up displays. Trained employees on register and balancing out, hired employees, and interviewed employees. Handled all Human Resources that included: instructed employees on rules and regulation; developed methods to improve employment policies, procedures, and practices. Informed employees of sexual harassment rules and regulations and penalties, informed employees about their rights for workers compensation, informed them of their EEOC rights and about discrimination in the workplace, etc. Handled all accounts payables and accounts receivables. Handle all payroll deductions and timekeeping of employee hours and recorded payroll into computer and submit to corporate office

Education

Mar 2005 - May 2008 PARK UNIVERSITY - Parkville, Missouri

Education Level: Bachelors Degree

Major: Business Mgt

Minor: Human Resources

GPA: 3.5

Total Hours: 123.0

Graduated: Yes

Park University-Parkville Missouri

Major: Master Business Administration

GPA: 3.5

Total Hrs:12

Graduated: NO

Jan 1992 - May 1992 EPCC - El Paso, Texas

Education Level: 1 year college, technical or vocational school

Major: Business Administration

GPA: 3.0

Total Hours: 12.0

Graduated: No

AUSTIN HIGH SCHOOL

Education Level: High School Diploma/GED

Graduated: Yes

References

Attachments

Attachment	File Name	File Type	Created By
documents - Confirmed	documents	Other	Job Seeker
Transcript - Confirmed	Transcript	Other	Job Seeker
Recommendation Letters	Recommendation Letters 3of3	Other	Job Seeker
Documents - Confirmed	documents	Other	Job Seeker
Typing Certificate - Confirmed	Typing Certificate	Other	Job Seeker
HS Transcript - Confirmed	Melissa Arce (HS Transcript)	Other	Maria Carrasco