



# CINDY DAWN POINTON

## Contact Details:

22 Dewe Avenue

Feilding

Telephone/Fax: (06) 323 9130

**CURRENTLY** - Since 2008, Senior Supervisor BAASC before and after school care, Lytton Street School

Duties include:

- Set up of activities and staff roster for 5 staff, 2 volunteers and 3 casual on call staff.
- Maintaining roll lists enrolments and registers, overall supervisor of all areas used and the maintenance of areas keeping clean, lock up, alarmed areas.
- Staff training of how centre runs and how rosters work.

## PERSONAL ATTRIBUTES

- Confident and sensitive with people of all backgrounds and ages
- Quick to grasp new concepts
- An eye for detail and creative, able to sign write
- Excellent communicator

## ADMINISTRATION/BUSINESS SYSTEMS SKILLS

- Vast experience with computers with excellent knowledge of various Microsoft packages, e-mail and Internet.
- Vast experience in secretarial/receptionist duties.
- Excellent telephone manner, ability to answer telephone calls and deal with customer enquiries in a helpful and professional manner.
- Methodical and efficient worker, able to meet deadlines and create systems to save time and money.
- Skilled in general office management tasks such as filing and fax and photocopier operation.
- Good experience of clerical practices and procedures, experienced in writing correspondence, developing meeting agendas and taking minutes in accordance with business standards. Excellent coordination, liaison and planning skills.
- Experienced in arranging meetings and being a host for VIP's and special groups.

## CUSTOMER SERVICES SKILLS

- Vast experience in the customer service area from working as a waitress to a shop assistant.
- Ability to meet and greet customers in a timely and professional manner, offering friendly advice and assistance as required.
- Experienced in all methods of sales transactions including cash handling, EFTPOS and credit card, always maintaining appropriate security.
- Responsible in maintaining a clean and tidy work area to provide a welcoming atmosphere for customers.
- Ability to establish credibility with all types of clients providing informative advice, sound product knowledge and follow up service.
- Able to deal with confrontation and complaints in a professional and empathetic manner using problem solving skills and integrity.
- Good eye for detail and as a self-employed video camera operator gained experience recording occasions and events such as birthdays, weddings and greyhound racing.

## CAREGIVING SKILLS

All aspects of raising children including: cleaning, food preparation, cooking, washing and ironing, health care, liaison with health and education professionals, creating preparing and supervision of play activities, teaching and encouraging learning behaviour, assisting with homework, carrying out child maintenance and care tasks, budgeting, organisational and time management. In the capacity of a volunteer have worked as a hospital volunteer and learnt the important people skills necessary for trust and respect. Gives time freely to assist those in need and to help hospital nurses with daily housekeeping tasks such as disposing of patient's flowers, arranging flowers and ensuring patients have fresh water. Experienced with the care of the terminally ill and nursed husband for the duration of his illness.

## REFERENCE:

D. Wildbore

LSS office

A Potton

C.R.E. Leader

Tracey Gannaway

Friend since childhood

06 354-2637