

DORA JEANENE WEISS

Skills Summary

I have extensive Human Resources experience that includes managing all stages of the employee life cycle. I am well versed in software and learn new systems quickly. My attention to detail and the ability to effectively communicate with both staff and customers would be an asset to this organization.

Education

B.S. Business Administration (Human Resources Emphasis) / University of Southern California

California State University Sacramento Water Distribution System and Water Treatment Studies

Experience

Crestline Village Water District

Office Manager / August 2021 – July 2022

Responsible for all Human Resources functions including talent recruitment, interviewing, new employee on-boarding and performance evaluations. Served as the point of contact for employees in all matters relating to Human Resources including workers compensation. Scheduled employee trainings, processed benefits administration including health insurance, CalPERS retirement, and deferred compensation and any changes made throughout the year. Managed and maintained both physical and digital employee records and sensitive confidential data. Processed in-house biweekly payroll and issued annual W2 forms. Attended frequent trainings to ensure the district adhered to all labor laws. Served as the Designated Employer Representative (DER) for random drug testing of DOT drivers. Supervised office staff and oversaw the administrative functions for the district including both accounts receivable and accounts payable, collections, maintaining the general ledger, and financial reporting. Held the title of Acting Secretary to the Board and participated in all board meetings. Acted as the signature and trustee on multimillion-dollar district accounts.

Acting General Manager / September 2021 – April 2022

Provided leadership to district staff and ensured district policies were adhered to during the General Manager vacancy. Held the position of Secretary to the Board and reported to the Board President and prepared and ran board meetings. Lead and completed numerous district projects including the California Covid-19 Arrearage Payment Program, the Risk and Resiliency Assessment and the Emergency Response Plan. Updated and wrote new Human Resources policy involving the FMCSA, the DOT, the Administrative Policy Manual and the

Personnel Manual including successfully receiving Board approval to add Martin Luther King Jr. Day as an official district staff holiday. Successfully upgraded IT systems and administered cybersecurity updates. Created and implemented the district budget for the upcoming fiscal year. Acted as the district spokesperson and liaison for legal counsel, engineers and auditors.

Customer Service Representative / March 2018 – July 2021

Responsible for providing excellent customer service via phone, email and in person. Processed customer utility and assessment billing and set up automatic ACH bank draft payments. Responsible for transitioning Human Resources records from physical to digital format. Created a records retention schedule for these files and all district files. Assisted staff with IT issues. Received extensive Human Resources trainings including the areas of CalPERS retirement processing and reporting, Human Resources law updates, and Designated Employer Representative (DER) responsibilities in order to prepare for supervisor's upcoming retirement. Was assigned and responsible for multiple special projects including assisting with the district software conversion and server upgrade. Played a critical role in assisting management with salary and rate surveys and to set up and offer customers the option of paying by credit card for the first time. Filled in for immediate supervisor and the General Manager during absences and as needed. Received several certifications during this time including Public Notary Commission, Water Audit Validator and multiple State Water Operator Certificates.

Part Time Clerk / April 2017 – March 2018

Responsible for processing mail payments, filing, assisting customers by phone and in person. Assigned and successfully learned website coding to update the district's website. Participated in the district annual audit preparation.

Additional Skills and Certifications:

Software: Advanced user of all modules of Tyler Technologies ERP Pro 10 (Formerly Incode 10), Microsoft Word and Excel, Adobe Acrobat, Quickbooks, Treeno. Experience coding using Adobe Dreamweaver. Has experience on both Windows and Mac operating systems and the ability to learn new software easily.

Bilingual in Spanish

State of California Water Distribution Operator Grade D2; Grade D3 Exam Passed

State of California Water Treatment Operator Grade T2

Certified California Water Audit Validator

Member of the American Water Works Association (AWWA)

California Notary Public

Awards and Acknowledgments:

Completion of the Race Across America Cycling Race 2016