



Memorandum

Date: November 9, 2022

To: Civil Service Commission

From: Maria Cano, Personnel Analyst

Subject: REQUEST FOR PROVISIONAL APPOINTMENT OF PORT RISK ASSISTANT: KIMBERLY ALEXANDER

On October 5, 2022, the Civil Service Department received correspondence from Sandy Witz, Director of Human Resources, Harbor Department requesting Civil Service Commission approval of their provisional appointee, Kimberly Alexander, to the classification of Port Risk Assistant in accordance with Article V, Section 43 of the Civil Service Rules and Regulations and Civil Service Policy 1.02.

Facts for Consideration:

- On October 12, 2022, Civil Service Department Executive Director, Christina Pizarro Winting approved a Request from the Harbor Department to conduct a Provisional Appointment recruitment for two Port Risk Assistants.
- Currently, the Harbor Department has two vacancies for Port Risk Assistants. They employ two temporary workers to do the work of the Port Risk Assistants, Ms. Kimberly Alexander serving in one of those positions. The contract for the temporary workers ends in December 2022 and they cannot be extended.
- Approval of this Provisional Appointment would fill one of two critical vacancies in the Division and ensure the continuity of essential business functions in the Risk Management Division. The role of a Port Risk Assistant is to protect Port assets by ensuring compliance with Port policy governing insurance and indemnification requirements in lease agreements, contracts, and permits. They also monitor insurance company ratings and policy deductibles, maintain databases, and educate vendors and contractors on insurance requirements.
- Ms. Alexander's application has been screened by Civil Service staff and it is determined that she does meet the minimum qualifications for the classification. Approval of Ms. Alexander's provisional appointment would allow for a seamless transition from the end of the temporary contracts into the provisional appointment ensuring the continuity of services while the department awaits an eligible list.
- Ms. Alexander has signed the Provisional Appointment of Conditions, which outlines the conditions of a Provisional Appointment including that the provisional appointment is temporary, and that she has no guarantee of a permanent appointment. She is aware that she must apply and compete in the Civil Service examination process and be placed in a selectable position on the eligible list to be considered for permanent

appointment as a Port Risk Assistant.

- Requisition HD23-002 is on file to fill one of the Port Risk Assistant Provisional vacancies. Additionally, requisition HD23-003 is on file to fill the permanent position.
- A new eligible list for Port Risk Assistant is expected to be available for the selection of permanent candidates in April 2023.
- Article V, Section 43 of the Civil Service Rules and Regulations allows an appointing authority to request a provisional appointment of an employee “When no priority or eligible list exists for a classification, which has been requisitioned and should no priority or eligible lists exist for comparable or allied classifications suitable for alternate list certification, the Commission may, after review, certify the names of individuals it considers to be qualified for provisional appointment to the classification.”
- Staff recommends approval of this request in accordance with Article V, Section 43 of the Civil Service Rules, and Regulations.

Ms. Alexander has been notified that this request is on today's Agenda. Additionally, the Harbor Department has been informed that this request is on today's agenda and a department representative is present to respond to any questions from the Civil Service Commission



Memorandum

Date: October 5, 2022

To: Christina Pizarro Winting, Executive Director of Civil Service

From:  Sandy Witz, Director of Human Resources 

Subject: **REQUEST FOR PROVISIONAL APPOINTMENT – Two (2) Port Risk Assistant**

The Harbor Department, Risk Management Division is requesting Civil Service Commission approval for two (2) provisional appointments of Port Risk Assistant. The provisional Port Risk Assistant would temporarily fill the vacant Port Risk Assistant positions. The provisional appointments are critical and would ensure that essential business functions and operations are completed without operational delays.

The Department has two critical vacancies in the Division which provide essential business functions in the Risk Management Division: the roles protect Port assets through ensuring compliance with Port policy governing insurance and indemnification requirements in lease agreements, contracts, and permits. They also monitor insurance company ratings and policy deductibles, maintain databases, and educate vendors and contractors on insurance requirements.

Thank you for your consideration. Should you have any questions, please contact Michal Loving at Michal.Loving@polb.com.

SW:ml

ATTACHMENTS: Request for Provisional Appointment Form 1A
Port Risk Assistant Bulletin



City of Long Beach Employment Opportunity



PORT RISK ASSISTANT

Job Number: **28**

Salary Range: Grade I \$1,258.32 to \$1,704.40 Biweekly; \$2,736.00 to \$3,706.00 Monthly
Grade II \$1,457.28 to \$1,981.44 Biweekly; \$3,168.00 to \$4,308.00 Monthly

APPLICATIONS AVAILABLE: 7:30 A.M. to 4:30 P.M., MARCH 28 THROUGH APRIL 18, 2003.

FILING DEADLINE: 4:30 P.M., APRIL 23, 2003. APPLICATIONS WILL NOT BE ACCEPTED AFTER THAT DATE AND TIME. POSTMARKS WILL NOT BE ACCEPTED.

EXAMPLES OF DUTIES: Under direction, provides analytical support to the Port Risk Manager with primary responsibility for ensuring compliance of insurance provisions for land leases, permits and contracts; drafts correspondence on routine and non-routine issues; reviews and analyzes leases, contracts, and other agreements to determine insurance requirements; reviews and analyzes insurance documents for compliance with contractual and indemnification obligations of Port leases, permits, contracts, and departmental directives; monitors insurance company ratings, policy deductibles/self-insured retentions to ensure compliance of departmental standards; maintains risk management database with current information pertaining to tenants agreements and insurance policies; prepares monthly insurance expiration reports and correspondences; provides ongoing customer service and assists in establishing and maintaining communication and cooperation with individuals and organizations within the City, with Port tenants and insurance brokers/agents; assists with analysis of areas and activities subject to loss exposures and risk management special projects; performs other related duties as required.

REQUIREMENTS TO FILE:

Three or more years of recent experience in the field of insurance, risk management or a closely related field

OR

Two or more years of education from an accredited college or university and one year of recent experience in the field of insurance, risk management or a closely related field. (Proof of education is required at the time of filing.)

- Ability to communicate effectively, both orally and in writing.
- Ability to deal with others in a firm but tactful manner.
- Ability to read and interpret insurance policies, leases and related documents.
- ARM (Associate in Risk Management) certification is desirable.

SELECTION PROCEDURE: Screening of applicants will be conducted on the basis of applications and required supplemental applications submitted. Resumes will be accepted but may not be substituted in lieu of the required completed application and supplemental application forms. Only those candidates showing the strongest backgrounds on the basis of a comparative analysis will be invited to the next phase of the examination.

EXAMINATION WEIGHTS:

| | |
|---|------------|
| Application and Supplemental Application..... | Qualifying |
| Evaluation of Writing Skills Exercise..... | Qualifying |
| Evaluation of Personal History including Education, | |
| Employment Record and Personal Qualifications by Oral Appraisal Interview | 100% |

A minimum rating of 70 must be attained in each part of the examination. Certification by score bands will be considered based on an analysis of test results.

THE EXAMINATION WILL BE SCHEDULED SHORTLY AFTER THE CLOSE OF FILING. IF YOU HAVE NOT RECEIVED NOTIFICATION BY MAY 7, 2003, CONTACT THE CIVIL SERVICE OFFICE AT (562) 570-6202.

This information is available in an alternative format by request to (562) 570-6202.

J.O.B 28-03 N64AN-03

03-26-03

DD PORT RISK ASST BULLETIN 2003

APPLY TO: LONG BEACH CIVIL SERVICE COMMISSION
City Hall, 333 W. Ocean Blvd., 7th Floor
Long Beach, CA 90802
Phone (562) 570-6202

FOR RECORDED ANNOUNCEMENT OF OTHER JOBS AVAILABLE,
Call (562) 570-6201 TDD (562) 570-6638 (for hearing impaired)
AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
www.ci.long-beach.ca.us/civilservice

Applicants with a disability are encouraged to notify the Civil Service Department, in advance, of any necessary test accommodations.



PORT RISK ASSISTANT I-II

Class Code:
N64AN

Bargaining Unit: None Assigned

CITY OF LONG BEACH
Revision Date: Aug 17, 2012

SALARY RANGE

\$1,830.88 - \$2,882.88 Biweekly

DESCRIPTION:

Click on the job title and subscribe to be notified when applications become available. Not applicable to promotional or currently open jobs. Check the [current job opportunities](#) page for open vacancies.

DEFINITION: Under direction, provides analytical support to the Port Risk Manager with primary responsibility for ensuring compliance of insurance provisions for land leases, permits and contracts.

EXAMPLES OF DUTIES:

- Drafts correspondence on routine and non-routine issues.
- Reviews and analyzes leases, contracts, and other agreements to determine insurance requirements.
- Reviews and analyzes insurance documents for compliance with contractual and indemnification obligations of Port lease, permits, contracts, and departmental directives.
- Monitors insurance company ratings, policy deductibles/self-insured retentions to ensure compliance of departmental standards.
- Maintains risk management database with current information pertaining to tenants' agreements and insurance policies.
- Prepares monthly insurance expiration reports and correspondences.
- Provides ongoing customer service and assists in establishing and maintaining communication and cooperation with individuals and organizations within the City, with Port tenants and Insurance brokers/agents.
- Assists with analysis of areas and activities subject to loss exposures and risk management special projects.
- Performs other related duties as required.

REQUIREMENTS TO FILE:

- Three years of recent experience in the field of Insurance, Risk Management, or a closely related field.

-OR-

College coursework equivalent to two years from an accredited college or university -
AND- one year of recent
experience in the field of Insurance, Risk Management, or a closely related field.

- Ability to effectively communicate both orally and in writing, particularly with insurance-related technical documents and correspondence.
- Proof of a valid motor vehicle operator's license.

SELECTION PROCEDURE:

Please note that the selection procedure in the job opportunity bulletin is subject to change for the next recruitment.

See the previous selection procedure, as stated on the [\(previous job opportunity bulletin\)](#).



This information is available in an alternative format by request at (562) 570-6202. If special accommodation is desired, please contact the Civil Service Department two (2) business days prior to the test at (562) 570-6202.

For hearing impaired, call (562) 570-6638. An Equal Opportunity Employer.

LAST ADMINISTERED:

April 2003

HISTORY/APPROVAL DATES:

Classification Specification creation: Board of Harbor Commissioners - March 15, 1999

Civil Service Commission Approval - May 26, 1999

Classification comprised of grade level I and II, not defined.

**Request for Provisional Appointment
(Request to Recruit)
Form 1A**

INSTRUCTIONS:

Departments seeking to request a provisional appointment as authorized under [Civil Service Rules and Regulations Article V, Section 43](#) and [Civil Service Policy Section 1.02](#), are required to submit both forms 1A and 1B for the provisional request process. Departments shall complete the form in its entirety to ensure timely processing.

PROCESS STEPS:

1. Requesting department will complete Request for Provisional Appointment Form 1A (Form 1A) and attach the following documents to the request:
 - a. Department memo to Civil Service Executive Director providing the reason for the request.
 - b. Job bulletin with supplemental questions and provisional disclaimer language (see page 2 for disclaimer language).
2. Upon approval from the Civil Service Department, the requesting department shall conduct their provisional recruitment utilizing the NEOGOV platform.
3. Once a candidate has been selected for provisional appointment, the department will complete the Request for Provisional Appointment Form 1B.
4. Upon Civil Service Staff review and recommendation for approval, the Request for Provisional Appointment will be placed on the upcoming agenda for the Civil Service Commission (CSC). Departments will be required to attend and respond to any questions that the commission may have regarding the request. Click [here](#) to access the CSC meeting schedule.

BACKGROUND AND VACANCY INFORMATION:

Date of Request: 10/05/22 Requesting Department: Harbor Department

Provisional appointment position classification: Port Risk Assistant

Number of provisional appointments being requested: 2

Approved requisition number(s) for **provisional** appointment(s): HD23-002

Approved requisition number(s) for **permanent** appointment(s): HD23-003

Provide the date the vacancy began and circumstances surrounding the vacancy (i.e. retirement, separation etc.):

11/05/22 – separation

12/20/22 - separation

Include an explanation of the operational necessity to fill the position and the consequences of this position remaining vacant. Include impacts such as loss of revenue, substantial curtailment of City services and/or City hazards that may present without this position:

These positions protect Port assets through ensuring compliance with Port policy governing insurance and indemnification requirements in lease agreements, contracts, and permits. If they remain unfilled, the Port will run the risk of non-compliance and experience operational delays.

Describe alternatives, if any, that have been used to fill the vacancy (i.e. rotation, use of higher class pay, etc.):

Temps are currently filling the positions.

Pursuant to CSR Article V, Section 43, was consideration given to candidates on an active eligible list of a comparable or allied classification deemed suitable through an alternate list certification? If yes, which classifications? Were dispositions provided for Civil Service staff review?

No eligible list is available.

RECRUITMENT PLAN STRATEGY:

Are you recruiting: ☐ internal candidates ☒ external candidates ☐ both

Is this a promotional recruitment? ☐ Yes ☒ No

If "yes", list feeder classifications for the promotional opportunity to be notified of the opportunity for the promotional position:

Does a promotional list exist? ☐ Yes ☒ No

Describe the advertising methods to be used to recruit for this position (i.e. job flyers, websites, etc.)

Direct appointment of two contractors who meet the minimum requirements

Length of time recruitment will be open for filing: _____ ☐ Days ☐ Weeks

Describe the selection process you will use for the provisional recruitment (i.e. interview or other testing):

Two current contractors at Harbor meet the minimum qualifications and will be immediately appointed.

Provide the provisional appointment recruitment bulletin information including: 1.) Job duties 2.) Minimum qualifications 3.) Provisional supplemental questions 4.) Copy of most recent job bulletin. If including an attachment, please check here: ☐ See bulletin attachment

DISCLAIMER LANGUAGE:

All provisional recruitment bulletins must contain the following Disclaimer Language in the beginning of the bulletin:

“This is a provisional opportunity. All provisional appointments are temporary and valid until a priority or eligible list becomes available for the classification. Provisional appointments are valid for 150 days unless extended and approved by Civil Service Commission. If you want to be considered for this position permanently, you must go through the Civil Service examination process. If you are not selected to fill the position on a permanent basis, your provisional appointment will be terminated. For City Employees: if you hold permanent status in another classification, you will be reinstated back to the position you held before the provisional appointment.”

ATTACHMENTS:

The following attachments must be sent to Human Resources for approval of the Request for Provisional Appointment:

- ☒ Memo from the department
- ☒ Provisional Request Form 1A
- ☒ Job Opportunity Bulletin with supplemental questions

Provide name and contact information for the point of contact for this request:

Michal Loving, Michal.loving@polb.com, 562.544.9976

NEXT SECTIONS TO BE COMPLETED BY HUMAN RESOURCES AND CIVIL SERVICE DEPARTMENTS

HUMAN RESOURCES DEPARTMENTAL APPROVAL:

This provisional request is: ☐ Approved ☐ Not Approved

Signature of Human Resources Director or Designee: _____ Date: _____

CIVIL SERVICE STAFF REVIEW:

☒ Staff has confirmed the following requisition number(s) to fill this vacancy(ies): HD23-002, HD23-003

☒ Is there is an existing promotional, priority or eligible list that exists for this classification? ☐ Yes ☒ No

If “yes”, when does it expire? _____

☒ Are other departments impacted? ☐ Yes ☒ No

If “yes”, please include impacted department(s): _____

☒ If a promotional classification, was there an active eligible list concurrent with the vacancy and allowed to expire during the vacancy, with no attempt to appoint from that list, or an active certification that awaits disposition.

☐ Yes ☐ No ☒ NA

☒ If for a promotional classification, has the position been left vacant for at least 60 days? (Exceptions will be made for those promotional positions unable to be filled because of a City Manager imposed hiring freeze.)

☐ Yes ☐ No ☒ NA

☒ Staff provided notice to requesting department to attend the Civil Service Commission Meeting.

Personnel Analyst processing request: Maria Cano

This request to recruit is: ☒ Approved ☐ Not Approved

Date: 10/12/2022



**Request for Provisional Appointment
(For Selected Candidate)
Form 1B**

INSTRUCTIONS:

Departments seeking to request a provisional appointment as authorized under [Civil Service Rules and Regulations Article V, Section 43](#) and [Civil Service Policy Section 1.02](#), are required to submit both forms 1A and 1B for the provisional request process. Departments shall complete the form in its entirety to ensure timely processing.

PROCESS STEPS:

1. Requesting department must have received approval by the Civil Service Department to conduct a Provisional Recruitment. Once a candidate has been selected for provisional appointment, the department will complete the Request for Provisional Appointment Form 1B (Form 1B) and attach the following documents to the request:
 - a. Memo to Civil Service Commission from requesting department to include candidate information.
 - b. Provisional Form 1 A
 - c. Job bulletin with supplemental questions and provisional disclaimer language.
 - d. NEOGOV application submitted by candidate.
 - e. Provisional Appointment Statement of Conditions Form, signed by provisional appointee.
2. Once approved, the Request for Provisional Appointment will be placed on the upcoming agenda for the Civil Service Commission (CSC). Departments will be required to attend and respond to any questions that the commission may have regarding the request. Click [here](#) to access the CSC meeting schedule.

BACKGROUND AND VACANCY INFORMATION:

Date: _____ Requesting Department: _____

Provisional appointment position classification: _____

Requisition number(s) for **provisional** appointment(s): _____

Requisition number(s) for **permanent** appointment(s): _____

Name of applicant(s) selected for provisional appointment(s): _____

Does the appointment of this applicant impact another department; if yes, which department? _____

ATTACHMENTS:

The following attachments must be sent to Civil Service Commission for approval of the Request for Provisional Appointment:

- ☐ Memo from the department (Include CC to Human Resources)
- ☐ Provisional Request Form 1B
- ☐ Job Opportunity Bulletin with supplemental questions (Open recruitment not conducted, appointees are temps currently performing Port Risk Assistant duties.)
- ☐ NEOGOV application submitted by candidate
- ☐ Provisional Appointment Statement of Conditions Form signed by appointee

Provide name and contact information for the point of contact for this request for appointment:

NEXT SECTION TO BE COMPLETED BY CIVIL SERVICE DEPARTMENT

- ☒ Staff reviewed the provisional appointment request and supplemental forms including provisional appointee's application, signed Provisional Appointment Statement of Conditions, proof of license, education, certificate as applicable.

The provisional appointee: ☒ Meets the minimum requirements ☐ Does not meet the minimum requirements

If the candidate does not meet the minimum requirements, staff will notify the department.

- ☒ Requesting department has been informed that the request is scheduled to be on the Civil Service Commission agenda and meeting information has been provided
- ☒ Provisional appointee has been informed of the terms and conditions of the provisional appointment on: 10/27/2022
- ☒ Provisional appointee has been informed that the request is scheduled to be on the Civil Service Commission agenda and meeting information has been provided.
- ☒ Staff has submitted the provisional appointee packet to the Civil Service Executive Assistant.

Personnel Analyst processing request: Maria Cano

Provisional appointment staff recommendation: ☒ Approved ☐ Not Approved

Date: 11/3/2022



Long Beach Civil Service Commission

PROVISIONAL APPOINTMENT

Statement of Conditions

Position Title: Port Risk Assistant

You are being considered for employment under the provisions of Section 43 of the Civil Service Rules and Regulations, which read in part:

"All provisional appointments shall be temporary and shall be valid only until a priority or eligible list becomes available for certification for the classification and is forwarded to the user department. However, no provisional appointment shall be valid beyond a 150 day period unless approved by the Commission."

If appointed to this position, you will not accrue seniority in this classification for any Civil Service promotional examination. Your pay will be the same as that of a permanent City employee in this classification, however, you should check with the hiring department as to your eligibility for other (fringe) benefits. If you are currently a permanent, full-time City employee, your benefits will not change.

If you receive authorization from the Civil Service Commission to be appointed to the provisional position, you must file a new application during the open filing period in order to compete in the examination process. You must file a new application before the announced closing date of filing.

If the provisional application will be filled on permanent basis, a competitive examination to fill the position will be administered by the Civil Service Department prior to the expiration of the provisional appointment. In order to be eligible for selection for permanent appointment to the position, your examination must be among the top scores achieved.

If after you are appointed to fill a provisional position, you do not satisfactorily perform or if you are not selected from the eligible list to fill the position on a permanent basis, your appointment will be terminated. If you are a present classified City employee who holds permanent status in another classification, you will be reinstated to the position you held prior to provisional appointment without loss to status or seniority (Section 44, Civil Service Rules and Regulations).

Should you have any questions regarding your provisional appointment, you may call the Civil Service Department office at (562) 570-6058.

If appointed, I hereby certify that I understand and agree with the above conditions of employment as a "provisional" employee for the City of Long Beach.

Kimberly Alexander
Signature

10/27/2022
Date

Kimberly Alexander

Objective

A highly detail-oriented, extremely organized, and self-motivated professional seeking to join a successful organization in the Risk Management department. Through my experience, I have developed exceptional analytical skills and the ability to utilize applications effectively, which will be applied in performing various risk management projects. I have advanced computer skills through Microsoft Office and will handle all matters with poise, tact, and diplomacy.

Education

BACHELOR OF SCIENCE | 2019 | CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS

- Major: Business Administration: General Business
- Related coursework: Toro Ambassadors Program: Thru and Two; Deans List Fall 2018

ASSOCIATE OF SCIENCE | 2017 | LONG BEACH CITY COLLEGE

- Major: Business Administration | Minor: Accounting
- Related coursework: Certificates of Accomplishment: Foundations of Business, Money and Banking, Business Economics and Foundations of Accounting.

*Obtained Notary Public License in 2019 from Cerritos Community College.

Experience

FINANCIAL ADMINISTRATIVE ANALYST | PORT OF LONG BEACH | FEB. 2022 – CURRENT

- Provides analytical support to the Port Risk Manager and Risk Management team, ensuring compliance with insurance provisions for new contracts and renewals.
- Reviews and analyzes insurance documents to ensure compliance with department standards, mitigating risk for the Port of Long Beach; and maintains and monitors a risk management database (CRM) with current information.
- Prepares monthly insurance expiration reports and correspondence.
- Provides ongoing customer service and aids in the establishment and maintenance of communication and cooperation with individuals and organizations within the City, vendors, and their brokers/agents.

CONTRACT PRICING ADMINISTRATOR | KARL STORZ ENDOSCOPY | MAR. 2021 – FEB. 2022

- Prepares materials to assist in contract pricing and reporting; quality assurance testing of reporting; assists in loading contract pricing into SAP.
- Assist the revenue operations group with a variety of tasks in order to optimize contract pricing and reporting functions.
- Reviews accuracy of contract details during the booking process, tracks the progress of contract requests and provides status updates.
- Directs phone calls and email inquiries to relative teams, assists in preparing presentation materials, organizes meetings and conference calls, and supports ad-hoc tasks and projects.

OFFICE COORDINATOR | DYNAMIC WEALTH AND INSURANCE SOLUTIONS, INC. | NOV. 2019 – NOV. 2020

- Worked under two agents within Dynamic Wealth and Insurance Solutions Inc. under the umbrella of New York Life Insurance Company as their Office Coordinator.
- I would process applications for submission daily. (Life insurance, long-term care insurance, investment products, fixed and variable annuities, mutual funds, portfolios, etc.)
- Track open cases from conception to completion, following up as needed with the underwriting department and/or clients. Generate illustrations and quotes daily utilizing applications through vendors such as New York Life, Cavalier Associates, Mainstay, Eagle Strategies, McQueen, ASH, Word & Brown, American Funds, Vanguard, and Cal Choice.
- Process BPM's (Business Process Manager) through Wealthscape for NYLIFE Securities daily. Managing death claim processes. Review and prepare account delivery requirements. Process consolidated statements daily. Prepare client birthday, anniversary, holiday, and other cards as needed for the Agents.

- Manage and maintain client records (copies for files/upload to Image Silo, E-File Cabinet, eDocs, DocuSign, and Sales Central). Input client data into financial planning software (eMoney).
- Maintaining compliance with 3010 logs, SMRU tracking, and licensing weekly.
- I would handle the internal support within the office, as in general reception, field telephone calls, emails from vendors, carriers, and clients; manage office supply inventory and equipment; and other administrative tasks as assigned.

OFFICE COORDINATOR | BURTON JAMES INC. | JUNE 2019 – NOV. 2019

- Handle and resolve customer inquiries and complaints through a high call volume and email load in a timely manner, while maintaining a great rapport. Functioned as a liaison between the client and sales personnel, processing signed sales quotations into orders and assisting in securing and maintaining a project initiation date for the client. Organize office operations and procedures. Manage relationships with vendors and service providers. Enter, update, and maintain employee healthcare benefits.

CHILD CARE PROVIDER | SELF-EMPLOYED | JUNE 2017 – JUNE 2019

- I worked as a childcare provider 20hrs a week (part-time) during my last two years at California State University, Dominguez Hills attending full time obtaining a Bachelor's degree in Business Administration.
- 15 plus years of elderly/childcare experience gaining tremendous patience and emotional maturity. Adult and Pediatric CPR/First Aid/AED/Lifeguard certified from the American Red Cross.

CUSTOMER SOLUTIONS REPRESENTATIVE | SOUTHERN CALIFORNIA EDISON | JUNE 2016 – JUNE 2017

*LSC Coordinator(Elected Safety Leader)

- Inputted and analyzed calculation orders primarily utilizing customer service systems (CSS), Microsoft Access "spicy" database, and Microsoft Excel spreadsheets to bill customers and mail out customer bills. The team has utilized CIS, IEE, and or CDAS, Microsoft Outlook, Salesforce, Oracle, SAP, and various other programs as well.
- Collaborated with internal billing departments either individually or in a team setting to receive and validate billing information to complete customer billing. Monitored and tracked service billing activities by updating spreadsheets and completing reports; researching and analyzing data and making sound decisions and recommendations that have considerable business impacts.

OFFICE ASSISTANT OF CANDIDATE & VOTER SERVICES/CALL CENTER REPRESENTATIVE | COUNTY OF ORANGE-REGISTRAR OF VOTERS | JAN. 2016 – JUNE 2016

- Customer Service Representative in the Voter/Poll Worker Phone Bank resolving voter inquiries. Ballot Processing Support for preparing and mailing votes by mail ballots, processing and recording ballot returns, maintaining an up-to-date voter database. Administration Support for accounting, purchasing, and human resources functions. *Other election-related tasks as assigned.

EMERGENCY ROADSIDE SERVICES CALL CENTER REPRESENTATIVE | AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA (AAA) | JAN. 2014 – SEPT. 2015

- Answered 80 - 100 incoming Emergency Roadside Service (ERS) calls on a daily basis, also outbound calls to Police Department for emergency calls.
- Defused high-stress situations daily. Resolved problems by clarifying issues; Researched and explored answers and alternative solutions; Implemented solutions; Escalated unresolved problems when needed.
- Multi-tasked between listening to the member and establishing report, gathering the information needed, taking dictation at 45wpm, and completing the call in under 3 minutes.

OPERATIONS SPECIALIST | TIRPAK MILLER INVESTMENT GROUP OF WELLS FARGO ADVISORS | JAN. 2012 – OCT. 2013

- Worked under two agents under the umbrella of Wells Fargo as their Operations Specialist. Assisting with the services offered: Financial planning services, Portfolio management for individuals and/or small businesses, Portfolio management for businesses or institutional clients, Pension consulting services.
- Made 300 plus outbound cold calls to corporations on a daily basis. Drove a 10-mile radius to businesses and gave sales pitches/presentations to prospective clients on a weekly basis.
- Performed a variety of basic office functions. Operations Specialists answer telephones, create, and manage email correspondence, and filing electronic and physical documents.

SALES LEAD | SOMA INTIMATES | AUG. 2011 – MARCH 2014

- Supervised/mentored associates engaged in sales, inventory receipt, reconciling cash receipts, or performing services for customers. Prepared weekly schedules to ensure proper floor coverage within fiscal guidelines.
- Promoted customer service by ensuring associates are greeting and assisting customers; Responded to customer inquiries and complaints in a professional and timely manner.
- Operations activities include cash handling and reporting, price changes, merchandise handling, open and closing duties; Reviewed timesheets and other payroll documentation for accuracy and submitted as appropriate. Supported and administered receipt and dispatch of inventory and supplies according to company policy.

N64AN-PROV - PORT RISK ASSISTANT I-II (PROVISIONAL)

Contact Information -- Person ID: 27135331

Name: Kimberly A Alexander

Address:

Home Phone:

Alternate Phone:

Email:

Personal Information

Driver's License:

Yes, California , , 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

Minimum Compensation:

\$1.00 per hour; \$1.00 per year

Are you willing to relocate?

Maybe

Types of positions you will accept:

Regular ,
Temporary ,
Seasonal ,
Internship

Types of work you will accept:

Full Time ,
Part Time ,
Per Diem

Types of shifts you will accept:

Day ,
Evening ,
Night ,
Rotating ,
Weekends ,
On Call (as needed)**Objective**

A highly detail-oriented, extremely organized, and self-motivated professional seeking to join a successful organization in the Risk Management department. Through my experience, I have developed exceptional analytical skills and the ability to utilize applications effectively, which will be applied in performing various risk management projects. I have advanced computer skills through Microsoft Office and will handle all matters with poise, tact, and diplomacy.

Education**College/University**

California State University, Dominguez Hills
8/2017 - 5/2019
Carson, California

Did you graduate: Yes

Major/Minor: Business

Administration: General Business

Degree Received: Bachelor's

College/University

Long Beach City College
8/2016 - 6/2017
Long Beach , California

Did you graduate: Yes

Major/Minor: Major: Business

Administration | Minor: Accounting

Degree Received: Associate's

College/University

Long Beach City College
8/2009 - 6/2016
Long Beach, California

Did you graduate: Yes

Major/Minor: Business - General

Degree Received: Associate's

High School

Lakewood High School
9/2003 - 6/2007
Lakewood, California

Did you graduate: Yes
Highest Level Completed: 12
Did you receive a GED? No
Degree Received: High School
Diploma

Work Experience

FINANCIAL ADMINISTRATIVE ANALYST

2/2022 - Present

PORT OF LONG BEACH
415 W Ocean Blvd
Long Beach, California 90802

Hours worked per week: 40
Name of Supervisor: Dona Blazis -
Port Risk Manager
May we contact this employer? Yes

Duties

- Provides analytical support to the Port Risk Manager and Risk Management team, ensuring compliance with insurance provisions for new contracts and renewals.
- Reviews and analyzes insurance documents to ensure compliance with department standards, mitigating risk for the Port of Long Beach; and maintains and monitors a risk management database (CRM) with current information.
- Prepares monthly insurance expiration reports and correspondence.
- Provides ongoing customer service and aids in the establishment and maintenance of communication and cooperation with individuals and organizations within the City, vendors, and their brokers/agents.

CONTRACT PRICING ADMINISTRATOR

3/2021 - 2/2022

KARL STORZ ENDOSCOPY
El Segundo, California

Hours worked per week: 40
May we contact this employer?

Duties

- Prepares materials to assist in contract pricing and reporting; quality assurance testing of reporting; assists in loading contract pricing into SAP.
- Assist the revenue operations group with a variety of tasks in order to optimize contract pricing and reporting functions.
- Reviews the accuracy of contract details during the booking process, tracks the progress of contract requests, and provides status updates.
- Directs phone calls and email inquiries to relative teams, assists in preparing presentation materials, organizes meetings and conference calls and supports ad-hoc tasks and projects.

OFFICE COORDINATOR

11/2019 - 11/2020

DYNAMIC WEALTH AND INSURANCE SOLUTIONS, INC.
Artesia, California

Hours worked per week: 40
May we contact this employer?

Duties

- Worked under two agents within Dynamic Wealth and Insurance Solutions Inc. under the umbrella of New York Life Insurance Company as their Office Coordinator.
- I would process applications for submission daily. (Life insurance, long-term care insurance, investment products, fixed and variable annuities, mutual funds, portfolios, etc.)
- Track open cases from conception to completion, following up as needed with the underwriting department and/or clients. Generate illustrations and quotes daily utilizing applications through vendors such as New York Life, Cavalier Associates, Mainstay, Eagle Strategies, McQueen, ASH, Word & Brown, American Funds, Vanguard, and Cal Choice.
- Process BPMs (Business Process Manager) through Wealthscape for NYLIFE Securities daily. Managing death claim processes. Review and prepare account delivery requirements. Process consolidated statements daily. Prepare client birthday, anniversary, holiday, and other cards as needed for the Agents.
- Manage and maintain client records (copies for files/upload to Image Silo, E-File Cabinet,

eDocs, DocuSign, and Sales Central). Input client data into financial planning software (eMoney).

- Maintaining compliance with 3010 logs, SMRU tracking, and licensing weekly.
- I would handle the internal support within the office, as in general reception, field telephone calls, and emails from vendors, carriers, and clients; manage office supply inventory and equipment; and other administrative tasks as assigned.

OFFICE COORDINATOR

6/2019 - 11/2019

Hours worked per week: 40

May we contact this employer?

BURTON JAMES INC.

Irwindale, California

Duties

- Handle and resolve customer inquiries and complaints through a high call volume and email load in a timely manner, while maintaining a great rapport. Functioned as a liaison between the client and sales personnel, processing signed sales quotations into orders and assisting in securing and maintaining a project initiation date for the client. Organize office operations and procedures. Manage relationships with vendors and service providers. Enter, update, and maintain employee healthcare benefits.

CHILD CARE PROVIDER

6/2017 - 6/2019

Hours worked per week: 25

May we contact this employer?

SELF-EMPLOYED

Lakewood, California

Duties

- I worked as a childcare provider 25hrs a week (part-time) during my last two years at California State University, Dominguez Hills attending full-time obtaining a Bachelor's degree in Business Administration.
- 15 plus years of elderly/childcare experience gaining tremendous patience and emotional maturity. Adult and Pediatric CPR/First Aid/AED/Lifeguard certified by the American Red Cross.

CUSTOMER SOLUTIONS REPRESENTATIVE

6/2016 - 6/2017

Hours worked per week: 40

May we contact this employer?

SOUTHERN CALIFORNIA EDISON

Irwindale, California

Duties

*LSC Coordinator(Elected Safety Leader)

- Inputted and analyzed calculation orders primarily utilizing customer service systems (CSS), Microsoft Access "spicy" database, and Microsoft Excel spreadsheets to bill customers and mail out customer bills. The team has utilized CIS, IEE, and or CDAS, Microsoft Outlook, Salesforce, Oracle, SAP, and various other programs as well.
- Collaborated with internal billing departments either individually or in a team setting to receive and validate billing information to complete customer billing. Monitored and tracked service billing activities by updating spreadsheets and completing reports; researching and analyzing data and making sound decisions and recommendations that have considerable business impacts.

OFFICE ASSISTANT OF CANDIDATE & VOTER SERVICES/CALL CENTER REPRESENTATIVE

1/2016 - 6/2016

Hours worked per week: 40

May we contact this employer?

COUNTY OF ORANGE-REGISTRAR OF VOTERS

Santa Ana, California

Duties

- Customer Service Representative in the Voter/Poll Worker Phone Bank resolving voter inquiries. Ballot Processing Support for preparing and mailing votes by mail ballots, processing and

recording ballot returns, and maintaining an up-to-date voter database. Administration Support for accounting, purchasing, and human resources functions. *Other election-related tasks as assigned.

EMERGENCY ROADSIDE SERVICES CALL CENTER REPRESENTATIVE
1/2014 - 9/2015

Hours worked per week: 40
May we contact this employer?

AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA (AAA)
Long Beach, California

Duties

- Answered 80 - 100 incoming Emergency Roadside Service (ERS) calls on a daily basis, also outbound calls to Police Department for emergency calls.
- Defused high-stress situations daily. Resolved problems by clarifying issues; Researched and explored answers and alternative solutions; Implemented solutions; Escalated unresolved problems when needed.
- Multi-tasked between listening to the member and establishing the report, gathering the information needed, taking dictation at 45wpm, and completing the call in under 3 minutes.

Sales Lead
8/2011 - 3/2014

Hours worked per week: 40
May we contact this employer?

Soma Intimates
12205 Seal Beach Blvd
Seal Beach, California 90740

Duties

- Supervised/mentored associates engaged in sales, inventory receipt, reconciling cash receipts, or performing services for customers. Prepared weekly schedules to ensure proper floor coverage within fiscal guidelines.
- Promoted customer service by ensuring associates are greeting and assisted customers; Responded to customer inquiries and complaints in a professional and timely manner.
- Operations activities include cash handling and reporting, price changes, merchandise handling, and open and closing duties; Reviewed timesheets and other payroll documentation for accuracy and submitted as appropriate. Supported and administered receipt and dispatch of inventory and supplies according to company policy.

OPERATIONS SPECIALIST
1/2012 - 10/2013

Hours worked per week: 40
May we contact this employer?

TIRPAK MILLER INVESTMENT GROUP OF WELLS FARGO
ADVISORS
Anaheim , California

Duties

- Worked under two agents under the umbrella of Wells Fargo as their Operations Specialist. Assisting with the services offered: Financial planning services, Portfolio management for individuals and/or small businesses, Portfolio management for businesses or institutional clients, and Pension consulting services.
- Made 300-plus outbound cold calls to corporations on a daily basis. Drove a 10-mile radius to businesses and gave sales pitches/presentations to prospective clients on a weekly basis.
- Performed a variety of basic office functions. Operations Specialists answer telephones, create, and manage email correspondence, and filing electronic and physical documents.

Certificates and Licenses

Type: CPR/First Aid Certified

Number:

Issued by: Red Cross

Date Issued: 5 /2021 Date Expires: 5 /2023

Type: Certificate of Accomplishment from LBCC:
Foundations of Business

Number:

Issued by: Long Beach City College

Date Issued: 6 /2016 Date Expires:

Type: Certificate of Accomplishment from LBCC: Money
and Banking

Number:

Issued by: Long Beach City College

Date Issued: 6 /2016 Date Expires:

Type: Notary Public License

Number: 2299917

Issued by: State of California Secretary of State

Date Issued: 8 /2019 Date Expires: 8 /2023

Type: Long Beach City College- Certificate of
Accomplishment in Business Economics

Number:

Issued by: Long Beach City College

Date Issued: 12 /2016 Date Expires:

Type: Long Beach City College- Certificate of
Accomplishment in Accounting

Number:

Issued by: Long Beach City College

Date Issued: 12 /2019 Date Expires:

Skills

Office Skills

Typing: 45

Data Entry: 0

Languages

English - Speak, Read, Write

American Sign Language - Speak, Read, Write

Additional Information

Volunteer Experience

2012 Spring LBCC; 75 Hrs. of Volunteer Service

2014 Fall LBCC; 100 Hrs. of Volunteer Service

Toro Ambassadors Program: Thru and Two

Miller Children's Hospital Volunteer Program

Honors & Awards

CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS

Toro Ambassadors Program: Thru and Two

Deans List Fall 2018

Clinical Experience

Advanced Microsoft Excel 2013- Power User Assessment = 100%
Analytical Skills Assessment = 89%

References

Professional
Rivera, Yamaina
Store Manager
[REDACTED]

Professional
Valdez, Angelique
Kiosk Manager
[REDACTED]

Professional
Tirpak, Aarone
VP Branch Manager
[REDACTED]

Professional
Parikh, Nikesh
Employer
[REDACTED]

Resume

Text Resume

Attachments

| Attachment | File Name | File Type | Created By |
|---|---|-------------------------------|-------------------|
| Bachelor of Science Degree CSUDH - Jul 22 2019 - 12-25 PM.pdf | Bachelor of Science Degree CSUDH - Jul 22 2019 - 12-25 PM.pdf | Degree (copy of) | Job Seeker |
| Long Beach City College Associate in Science for Business Administration for Transfer 2017 - Apr 4 2019 - 3-36 PM.pdf | Long Beach City College Associate in Science for Business Administration for Transfer 2017 - Apr 4 2019 - 3-36 PM.pdf | Degree (copy of) | Job Seeker |
| Long Beach City College- Associate in Arts for Business General 2016 - Apr 4 2019 - 3-37 PM.pdf | Long Beach City College- Associate in Arts for Business General 2016 - Apr 4 2019 - 3-37 PM.pdf | Degree (copy of) | Job Seeker |
| Notary Public Commission - Aug 12 2019 - 4-43 PM.pdf | Notary Public Commission - Aug 12 2019 - 4-43 PM.pdf | CA State Certification | Job Seeker |
| Kimberly Alexanders Advanced Microsoft Excel 2013- Power User Assessment.pdf | Kimberly Alexanders Advanced Microsoft Excel 2013- Power User Assessment.pdf | Other | Job Seeker |
| Kimberly Alexanders Analytical Skills Assessment.pdf | Kimberly Alexanders Analytical Skills Assessment.pdf | Other | Job Seeker |
| Kimberly Alexanders Resume.pdf | Kimberly Alexanders Resume.pdf | Resume | Job Seeker |

Agency-Wide Questions

1. Q: Are you a current or former City of Long Beach employee?

A: Current, temporary or contract

2. Q: Have you ever been dismissed from the City of Long Beach?

A: No

3. Q: I will accept positions offering...(you may select more than one)

A: Part time
Temporary
Full time

4. Q: I will accept positions offering...(you may select more than one)

A: Day shift (e.g. 7:30 am - 5:30pm)
Evening shift (e.g. 4:00 pm - 12:00am)
Night shift (e.g. 12:00 am - 8:00 am)
Weekends (e.g. Saturday and/or Sunday)
Holidays

5. Q: Are you able to speak and understand the following foreign languages? Leave blank if none apply to you.

A: Other

6. Q: How did you **FIRST** hear of this job opportunity?

A: City of Long Beach employee

7. Q: If you indicated **none of the above**, please tell us how you first learned about this job opportunity?

A:

8. Q: I understand that application packets including all required documents must be complete at time of filing and received by the filing deadline.

I understand I will not have an opportunity to amend my application packet or submit additional supporting documentation after the application is initially submitted.

I understand that I must scan the required documents into a **PDF format**, and then upload and attach to my City of Long Beach job application. Each required document must be attached and identified separately.

I further understand that any document attached to my master record, **after** I have filed an application for a City of Long Beach job will not be viewable by City staff, as it is part of my GovernmentJobs.com master record and not part of my actual City of Long Beach job application.

A: Yes