

KAYLYN STAINBROOK

Efficient Organization | Customer Service | Employee Relations | Calendar Management
Event and Facility Coordination | Computer Literacy | Proactive Focus

Professional Summary

Highly organized Administrative Assistant with 5+ years of experience in executive and managerial support roles. Strong multitasking abilities, excellent communication skills, and persistent commitment to enhancing office efficiency and customer satisfaction

Work Experience

City of Fortuna – Parks and Recreation Department

Administrative Assistant II | August 2024 – Present

- Effectively exercises independent judgment and initiative while managing park office operations, receiving customers in-person and over the phone, scheduling and dispatching Transit Bus Drivers, as well as serving as a recreation program registrar, facility rental coordinator, cashier, trainer to office staff and volunteers, support to the Recreation Program Supervisor, and assistant to the Parks and Recreation Director
- Serves as the primary configurator and administrator of the department's web-based registration, reservation, and point-of-sale system, CivicRec – aiding and guiding staff members and the Finance Department in troubleshooting and navigating the program
- Assists with meeting facilitation and minute-taking, as well as the preparation and assembly of agendas, Staff Reports, cost analyses, visual presentations and press releases
- Participates in the recruitment, selection, onboarding, training, and supervision of office/transit staff and volunteers
- Prepares workflow recommendations, form update recommendations, daily deposits, timecards, requisitions, check requests, Personnel Action Forms, and bank statements reconciliations for Director review and approval
- Updates the department's website and social media platforms to attract, engage, and inform the public
- Conducts research to make practical and economic purchases for multiple divisions within the department

Eureka City Schools – Personnel Services

Confidential Administrative Assistant | February 2023 – August 2024

- Utilized Google Suite and Microsoft Office applications to plan and present employee recognition events and leadership meetings to boost morale and improve communication
- Promoted job vacancies on online job boards, such as EdJoin and Craigslist, allowing for efficient talent acquisition, application review, candidate notification, and interview coordination
- Maintained calendars for the Executive Director and two conference rooms by utilizing calendar management software to avoid scheduling conflicts
- Created complex spreadsheets to track required trainings, probation periods, evaluations, and medical and industrial leaves for approximately 300 classified employees
- Reviewed and processed employee-related memorandum by following approval procedures and entering data into human resources software to reflect accurate full-time equivalent (FTE), pay rate, and employment status, and other critical criteria
- Prioritized tasks such as responding to inquiries, completing employment verifications, generating reports, onboarding employees, and processing new-hire paperwork
- Read and interpreted Memorandums of Understanding (MOU) and union contracts to remain compliant, build trust with involved parties, and promote employee retention

City of Fortuna – River Lodge

Conference Center Coordinator | August 2022 – January 2023

- Provided excellent customer service by greeting guests upon arrival, directing guests to conference rooms, and answering telephonic, electronic and in-person inquiries to drive customer satisfaction and operational efficiency
- Managed multi-space rental facility reservations and regularly communicated with clients to secure rental deposits, process payments, obtain contracts and proof of insurance, and confirm reservation details for seamless event execution
- Supervised staff members by monitoring productivity, guaranteeing a well-prepared facility, and documenting any performance issues for manager review
- Planned, coordinated, and promoted public events by managing social media accounts, updating the website, and distributing flyers to attract event vendors and encourage community attendance

Fortuna Business Improvement District (FBID)

Executive Director | January 2022- May 2022 *and*

City of Fortuna

Office Assistant (FBID Liaison) | June 2022 – August 2022

- Served under the direction of the Fortuna Business Improvement District's Board of Directors with the objective to promote business, tourism, and economic development in Fortuna
- Collaborated with the Board of Directors to update Board Member Agreements, prepare Board Meeting agendas, create a Board Manual, and establish the organization's purposes, policies, and procedures
- Assisted in the development and/or delivery of the Annual Report, presentation for Humboldt Lodging Alliance (HLA) Grant, and presentation for the Annual State of the City event hosted by Fortuna Chamber of Commerce
- Conducted administrative work such as writing monthly Executive Director Reports, preparing and distributing Press Releases, tracking accounts payable, maintaining website and social media accounts, and updating an extensive email marketing contact list
- Worked closely with City of Fortuna to promote events, enhance city beautification, and maintain a current roster of business licenses in Fortuna provided by quarterly report
- Attended regular meetings of the Community Economic Resilience Consortium (CERC), the Downtown Business Association, the Fortuna Chamber of Commerce and its Tourism and Marketing Committee, and collaborative meetings regarding the Humboldt Lodging Alliance grant
- Accepted a temporary part-time position with City of Fortuna to assist in the dissolution of the non-profit status of FBID and act as a liaison and support while FBID transitioned to functioning under the direct governance of the City of Fortuna, including, but not limited to, assisting with asset disposition, audit materials, annual report, and compiling general information for the City Manager regarding the organization's operations

Open Door – Fortuna Community Health Center

Administrative Assistant | October 2020 – October 2021

- Supported Site Director and team of managers by streamlining workflows, creating and maintaining several directories, generating reports, and participating in patient outreach pursuant to healthcare initiatives
- Scheduled, prepared, and participated in Zoom meetings and in-person meetings, at times requiring food order coordination, payments, and travel
- Promoted employee retention by developing and implementing a Site Orientation Program for new employees, tracking and calendaring special employee dates, coordinating employee spotlight nominations, and publishing a monthly newsletter to communicate organizational updates and recognize outstanding staff performance

City of Fortuna – Police Department (8 years), County of Humboldt – Sheriff's Office (1 year)
Public Safety Dispatcher | March 2011 – October 2020

- Provided exceptional customer service to members of the public by offering resources, educating on municipal codes, and practicing compassion, patience and de-escalation skills
- Displayed professional initiative and an eagerness to learn by obtaining certification as a Communications Training Officer which provided me the tools and skills to develop and implement a rigid dispatch training program
- Self-sufficiently practiced time management and multitasking by simultaneously operating a multi-line phone system, multi-channel radio, and Computer Aided Dispatching (CAD) software to quickly triage calls for service, document incidents, and assign appropriate public safety resources
- Adhered to confidentiality while accessing and entering sensitive information in government databases
- Demonstrated case management and report writing for non-violent no-suspect vandalism and theft reports, animal bite reports, and abatements

Education

College of the Redwoods

- Associate of Science Degree (A.S.), Medical Assisting (M.A.)

Certificates

- Certificate of Completion, Administrative Assistant Fundamentals
- "Microsoft Excel Basics" and "Microsoft Excel: Beyond the Basics" Certificates
- POST Communications Training Officer
- Basic Life Support Provider (CPR & AED)
- Workplace Readiness Certificates of Completions: Stress Management, Organizational Change, Time Management, Communication & Conflict Management