

Jennifer Usher

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Employment

The Greeley Tribune February 13, 1992 - Current

Circulation Customer service

- Handle inbound calls from customers and carriers regarding delivery and account issues. Making sure each customer has a pleasant experience with our office
- Take calls for payments on accounts.
- Making out bound calls to collect payments
- Making out bound call to customers who have had trouble and verifying that their issue has been resolved
- Working with managers to help resolve delivery issues
- Working with managers to ensure carrier pay is entered correctly
- Assist Walk ins for appointments, payments, dropping of materials or general question
- Out bound solicitation calls to inform old subscribers about current promotions
- Prepare daily paperwork quantities for the publisher of the newspapers and the carriers that deliver.
- I am advanced in my knowledge with the Newscycle (newspapers customer care) program. I am given the task of researching payments or customer information others cant find or understand

Switchboard

- 13 incoming lines; average 200 calls daily quick transfer.
- Sort and distribute mail to departments
- Stuff and Mail out invoices and any misc letters
- Assist Walk ins for appointments, dropping of materials or general questions

Business office

- Collecting and posting Advertizing and subscription payments
- Preparing newspaper Advertizing and Editorial percentages for mailing
- Assist Walk ins for appointments, dropping of materials or general questions
- Collection calls to collect on delinquent advertizing accounts.
- Help cover back up for switchboard
- Preparing legal affidavits for court ordered ads that run in the paper
- Count and balance cash draws daily

Volunteer/Non-Profit Experience

Drumming up hope

May 2014-current

Charitable donations manager Contacting local businesses to get donation for sponsorships, drawings and auction items. Managing the volunteers that help set up and run the event

- We produced a 2 time World record event in 2017, 2018 for longest time of continuous drumming by a group 76 and 78 hours. Raised \$13,000 for Saint Jude
- We put on 5 smaller events during the year. We raise on average \$ 5,000 per event.
- I contact about 20 different businesses per event depending on the audience and what my donation goals are

Stage manager

- Help make sure all drummers/ bands are ready to go when its their time
- Make sure drummers/bands understand the rules and what is expected of them
- Collect donations and answer any questions the public has

Relay for Life - A yearly walk to help support American Cancer Society

- Team captain Groupies Rockin for a Cure. 2012-2017
Booked and ran events to raise money
Contacting local businesses to get donation for sponsorships, drawings and auction items.