

Karen Brooks

Brooklyn Center, MN

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Secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people.

Authorized to work in the US for any employer

WORK EXPERIENCE

Minister of Music

Greater Hope COGIC - Minneapolis, MN - September 2016 to Present

- Direct the organization and implementation of a comprehensive church music program including choir, vocal and/or instrumental ensembles, and drama teams.
- Assist the pastor in planning congregational services of the church and be responsible for selecting the music.
- Serve as a leader in the worship services, giving direction to the congregational singing, choir, and other phases of worship.
- Direct major service choirs and other choirs or ensembles as personal schedule will permit.
- Supervise the work of paid music staff workers and volunteers. Conduct regular staff meetings for the purpose of evaluation and planning.
- Cooperate with the church nominating committee to enlist and train leaders for the church music ministry as well as song leaders and accompanists for church educational organizations.
- Serve as member of the Church Council or church leadership team.
- Coordinate the music program with the organizational calendar and emphases of the church.
- Lead in maintaining a church music committee, team, or council.
- Seek input from members in matters such as goal setting, evaluation, leadership, personnel policies for paid staff, facilities, finance, and administrative procedures.
- Serve on, and work with, church committees as assigned.
- Plan, organize, and promote concerts, choir tours, mission trips, retreats, festivals, workshops, clinics, and other special programs to enhance the music ministry.
- Oversee maintenance of the music library, materials, supplies, musical instruments, and other equipment useful in the music ministry.
- Prepare reports necessary to keep the church fully informed concerning the music ministry.
- Prepare, with assistance from the music committee and music staff members, an annual music budget reflecting the needs of the entire music program.
- Administrate the budget once it is approved by the church.
- Be informed of denominational goals, emphases, publications, materials, policies, and plans for employing them as they relate to the local church.
- Cooperate with associational and state leaders in promoting activities of mutual interest.
- Assist other staff members in churchwide events when needed.
- Assist in the selection and provision of appropriate music for weddings, funerals, special projects, and other church-related activities.
- Give direction to, and participate in, a plan of visitation and enlistment.
- Keep informed on current music methods, materials, promotional ideas, and administrative techniques.
- Maintain a consistent program of self-improvement.

Personal Care Assistant

Caring Hands Co. - Minneapolis, MN - January 2008 to October 2016

- Newborn care (feeding, diapering, naptimes)
- Preparing bottles, cleaning up
- Cooking for children
- Bathing and dressing children
- Helping children with general hygiene
- Driving children to school and activities
- Organizing children's play dates
- Assisting with language acquisition and development
- Providing developmentally appropriate educational games
- Teaching letters, numbers, and colors
- Teaching manners and other socially appropriate behavior
- Doing arts and crafts
- Reading books
- Going to the library
- Assisting with homework
- Taking children to parks and playgrounds
- Organizing sports and other motor-skills activities
- Taking children on special outings to museums and the zoo
- Doing children's laundry
- Making children's beds
- Tidying up children's rooms and bathrooms
- Organizing and cleaning children's play area
- Cleaning up in the kitchen
- Loading, running, and emptying the dishwasher

Account Manager

Universal Acceptance Corporation (CARHOP) - Minnetonka, MN - February 2011 to November 2015

- Collect payments on past due bills.
- Create a list of people who have not made payments.
- Organize list according to severity of delinquency.
- Locate customers using credit bureau information, background checks, loan documents, and other paperwork or databases.
- Call customers using telephone.
- Utilize computer systems to handle skip tracing.
- Inform clients of overdue accounts and amount currently owed.
- Attempt to collect payment.
- Review terms of sale or loan documents.
- Ensure all customer information is correct, including phone numbers and addresses.
- Listen to customer's story and determine if debt can be collected.
- Set up repayment plans and new terms of sale.
- Offer advice or refer customers to debt counselors.
- Record new commitment to repay debt.
- Send statements of delinquencies to credit bureau.
- Initiate repossession proceedings or hand over account to law practice that specializes in debt collection.
- Purge records if debt has been satisfied.
- Report satisfied debts to credit bureaus.
- Follow federal and state laws dealing with debt collection.
- Print reports for management.

- Purge records from deceased people.

EDUCATION

Associate in Liberal Arts

North Hennepin Community College - Brooklyn Park, MN
2015 to 2017

SKILLS

Customer Service (10+ years)