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Kelsey Manning

Experience

City of Moscow Moscow, ID March 2021 - Present

Administrative Specialist - Community Events - March 2021-Dec. 2021

- Implemented successful Moscow Farmers Market operations as a team from May-October
- Engaged the public with printed Market materials and on social media with creative writing, photos, and videos
- Promoted Moscow Farmers Market to achieve 8th place nationwide in the National Farmers Market Week Celebration and curated 4 gift baskets of vendor donations totaling an average of $350 value
- Permitted 24 community events through multi-departmental collaboration

HR Specialist - Jan. 2022 - Present

- Audited, organized, and created employee files in both physical and digital formats
- Collaborated with cross-departmental teams to standardize processes including hiring, compliance, and work instructions to increase efficiency and accuracy
- Recognized employees through engagement efforts such as employee events, contests, and milestones
- Provided high levels of customer service to employees and the public
- Facilitated six new employee onboarding sessions

Schweitzer Engineering Laboratories Pullman, WA Oct. 2014 - Aug. 2020

Project Manager II

- Collaborated with HR and cross-divisional teams to deliver company initiatives including innovative engagement surveys, large Workday enhancement projects, and Employee Handbook updates to 5,000 employees
- Facilitated programs and initiatives: Re-designed the HR SharePoint site to provide necessary information to all employees and constructed HR time tracking for 100 employees
- Performed organizational tasks to complete project timelines
- Created metric displays of project status and customer service requests
- Implemented software tools to increase team productivity, efficiency, and communication

Project Coordinator

- Coordinated logistics on the Workday implementation team
- Facilitated programs and initiatives: A global campaign, meetings with leadership, coffee vendor contract renewal, global engagement surveys
- Audited processes to meet quality standards in the division including job description reviews, database cleanup and other organization
- Managed Facilities maintenance requests, break room re-stock, office supply orders, and other functions to support the building floor

Wells Fargo Moscow, ID Sept. 2013 - Oct. 2014

Personal Banker/Service Manager

- Interacted with customers and understood their very personal financial needs
- Completed tasks on a scheduled timeline of importance and compliance
- Coached and taught employees job, customer service, and performance skills
- High performance in sales

Enterprise Rent-a-Car Pullman, WA/Lewiston, ID Oct. 2009 - Sept. 2013

Management Trainee

- Provided high quality service to customers with a variety of vehicle needs
- Made decisions in complex situations
- Built rapport and positive partner relationships in both branches
- Recognized multiple times for high performance in sales
- Scheduled and prioritized tasks for cohesive branch operation while frequently managing one to three co-workers between both branches

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Kelsey Manning

Education

Washington State University Pullman, WA Aug. 2006 - May 2009

BA in Communication
Emphasis in Public Relations

Community Involvement

Real Life on the Palouse Moscow, ID Oct. 2010 - Present

Lead Volunteer Coordinator

- Schedule full band of up to 8 volunteers to lead an event
- Plan music and transitional elements to ensure event is cohesive
- Coordinate with leaders in other areas of service
- Facilitate team coordination and group activities

Leadership Moscow Moscow, ID Oct. 2022 - May 2023

- Improve leadership skills through public speaking, homework reading responsibilities, and projects to come
- Network with cohort, leadership, and special guests
- Represent the City positively and connect to community members as a participant
- Transfer knowledge to current City position