ROBERT SMITH

Communications Supervisor I

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Communications Supervisor position is integral to both revenue-generating and operationally efficient functions of the organization.

EXPERIENCE

Communications Supervisor I
ABC Corporation - 2008 – 2015

- Composed and disseminated key communications to internal customer base.
- Provided counsel to department leadership team.
- Advised project teams on strategic communication and change enablement plans.
- Created and developed branding/awareness strategies in form of print material, videos, and other formats for new and current processes, products, and services.
- Developed strategies to attain compliance of product and service utilization.
- Managed staff of two communication specialists.
- Led as facilitator and presenter for focus groups, council meetings, lunch and learns, and other collaborative platforms for deployment of new initiatives.

Communications Supervisor
Delta Corporation - 2006 – 2011

- May 1996-April 2007) Charlottesville-UVA-Albemarle County Emergency Communications Center Supervision and coordination of six to ten employees.
- Duties include Ensuring that personnel performs their duties in conformance with departmental policies and applicable laws Evaluation of individual.
- Assisted with the development of the Quality Improvement Program and its implementation.
- Supervise emergency call takers and dispatchers during the assigned shift.
- Managed the overall operations of the ARCH Air Medical Service, Inc Communications Center.
- Provided leadership, direction, training, and educational opportunities for staff.
- Managed all personnel issues including hiring, performance reviews and disciplinary action.

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EDUCATION

- Bachelor's in Computer Engineering - 1995(York Technical College - Rock Hill, SC)

SKILLS

Microsoft Office, RetailLink.