



JAMES J. FIORENTINI
MAYOR

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July 19, 2012

City Council President John A. Michitson
& Members of the City Council

RE: Appointments – Cultural Council

Dear Mr. President and City Council Members:

I hereby appoint Jennifer Couturier of 329 South Main St. Unit 3L, Bradford , to the Haverhill Cultural Council.

This is a confirming appointment and I recommend your approval. This appointment takes effect upon confirmation and expires July 24, 2015.

Very truly yours,


James J. Fiorentini
Mayor

JJF/lk

cc: Jennifer Couturier
Karren McCabe, Chair, Haverhill Cultural Council

Encl.

Jennifer E. Couturier

329 South Main Street, Unit 3L, Bradford, MA 01835; 508-517-6303; jen.couturier@gmail.com

OBJECTIVE

To secure a promising position within Northern Essex Community College that offers both a challenge and an opportunity for growth, while allowing me to contribute to the wellness of others within the community that I grew up.

EDUCATION

Suffolk University, Boston, MA

Bachelor of Science, Major: Marketing/Management, May 2006

COMPUTER SKILLS & QUALIFICATIONS

Windows XP, Microsoft Word, Excel, PowerPoint, Outlook, Publisher, Access, PeopleSoft, Navision, SBT, Adobe Professional, Report Writer; Constant Contact; Some HTML coding experience; Excellent customer service and administrative experience; Demonstrated organizational skills; Proven ability to work in a fast paced environment; Strong problem-solving skills; Excellent attention to detail and multi-tasking skills; Proven ability to work independently or in a team environment; Possess program and individual development skills; Proven capability of conducting training and assessments.

PROFESSIONAL EXPERIENCE

The Arc of Greater Haverhill-Newburyport, Haverhill, MA

05/10 – Present

Adult Family Care (AFC) Program Manager

- Conduct all program and some agency marketing and outreach.
- Maintain the agency's website and oversee all agency social networking and email marketing.
- Was appointed as a member of the Events & Fundraising Committee, a subcommittee of the Board of Directors.
- Report directly to the Chief Operating Officer and supervise a team of Case Managers and Registered Nurses.
- Developed and maintain the AFC program's policy and procedures.
- Provide the fiscal administration of the AFC program including billing, budget preparation, and required program statistical and financial reports.
- Ensure that The Arc of GHN meets all requirements as stated in the MassHealth regulations.
- Conduct initial and annual home inspections in accordance to the MassHealth's definition of a qualified setting.
- Responsible for all program referrals and providing initial and ongoing assessments.
- Obtain a social history and conduct a psychosocial assessment and evaluation of each member.
- Train, evaluate, and supervise all AFC caregivers in conjunction with the assigned Registered Nurse.
- Participate in the development, implementation, and ongoing review of the AFC plan of care.
- Conduct monthly onsite home visits to the members on my current caseload.
- Complete care management progress notes corresponding with each on-site visit and upon significant change.
- Assist with obtaining information and accessing other healthcare and community based services.
- Review and document the fire and safety procedures for the qualified setting.
- Participate and implement discharge planning for members when necessary.

Osrsm Sylvania, Danvers, MA

10/09 – 05/10

Payroll Specialist

- Use Microsoft Word, Excel, Outlook, PeopleSoft and on a daily basis.
- Served as a primary point of contact for Sylvania Lighting Services' (SLS) payroll department, consisting of daily customer service/communication with Supervisors, Managers and Financial Administrators throughout the country.
- Responsible for maintaining and distributing weekly overtime reports.
- Handled all tax and direct deposit set-ups for new hires as well as current employees.
- Processed all SLS garnishment and child support orders that are received.
- Set-up and processed payroll for all SLS certified payroll/prevailing wage jobs.
- Processed all SLS payroll reimbursements and payroll deductions.
- Ran reports for SLS payroll to ensure that the payroll is calculated properly and resolve any issues that may arise.
- Notified supervisors and managers of approvals needed to be made on their behalf in order to properly process their employee's payroll each week.

Business Analyst/Assistant Program Manager

- Served as the Assistant Program Manager for PPL's New Mexico program. My responsibility's included: managing the customer service and operations teams, providing orientation and training for individuals and care providers; developing and maintained the programs Policies; coordinated and presented training sessions for the client and case managers; maintained all budgets.
- Provided direct consulting support for two Senior Consultants who managed the New Mexico, Maine, and Pennsylvania programs.
- Served as a primary point of contact for payroll operations for three projects and was a backup point of contact for other projects.
- Was involved in creating a Policy & Procedure Manual for all of the Payroll Operations performed within the company. This manual is still used as a training tool when new contracts are awarded.
- Worked daily with the IT team and contributed to the development of the software for PPL's NM program.
- Worked closely with the graphics team to coordinate marketing material.
- Performed a superior volume of work, while requiring minimal supervision.
- Developed marketing and outreach materials for programs. Produced a variety of company materials including: letters, reports, proposals, forms, policies & procedures, brochures, presentations, and training material.
- Developed and maintained professional communication skills with consumers, employers, family providers, clients, and state agencies.
- Performed Medicaid billing for PPL's Maine and New Mexico programs.
- Conducted multiple training sessions for PPL's clients within NM, PA and ME on various topics.
- Received a 4.9 out of 5 possible points on the Employee Performance Review.
- Understood the customer's needs and concerns and responded to them while serving theirs as well as Public Partnerships' best interests.
- Attended and conducted multiple offsite enrollment sessions throughout the country for the company's new projects where I was a lead presenter. It was my responsibility to train large scale groups of the participants in these new programs.

REFERENCES

- **Mollie Murphy, Chief Operating Officer, Annkissam**
Phone: 314.495.5972; Email: mollie.grotpeter@annkissam.com
- **Jim McInnis, Chief Financial Officer, Public Partnerships, LLC**
Phone: 617.426.2026, Extension 1194, Email: jmcinnis@pcgus.com
- **Stacey Soucy, Project Manager, Public Partnerships, LLC**
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