

# JENNIFER HADFIELD

## CUSTOMER SERVICE AND ADMINISTRATION

0418 670 164 | jaymh\_2023@outlook.com | Frederickton, NSW

### VALUE PROPOSITION

I am an accomplished office administrator, receptionist and customer service specialist with over 35 years of experience driving improvements in service and efficiency across the public and private sectors. My wealth of administration and office management experience means I am quick to spot inefficiencies, confident in juggling multiple competing priorities and diplomatic in presenting opportunities for change. Further to that, I truly enjoy supporting quick resolutions for customers and helping everyone I interact.

As an effective communicator with well-developed interpersonal skills, I thrive under pressure, and reliably demonstrate initiative, proactive decision-making, and a strong sense of responsibility. I enjoy being part of a team, and whether I am a team leader or a team member, I try my best to contribute to a positive team culture and support my peers.

### KEY SKILLS AND EXPERTISE

Excellent customer service and communication  
Administration  
Reception  
Discretion with sensitive information  
IT database management

### WORK EXPERIENCE

#### OFFICE MANAGER/RECEPTIONIST

St Agnes Parish

August 2015 – November 2023

I commenced work at St Agnes Parish in 2015 as a receptionist at the main Parish office. I was promoted to Office Manager in 2019, taking on additional tasks and duties to support significant Parish projects such as systems change, and team and culture-building initiatives.

#### Responsibilities:

- Managed face-to-face, phone, and email enquiries, providing excellent customer service, promoting early resolution of enquiries, and creating a welcoming atmosphere for visitors. I interacted with a diverse customer base – the elderly, school children & their families, the homeless and the needy.
- Led and developed a team of 8 admin staff at the Parish administration office, demonstrating leadership skills in coordinating daily activities and maintaining a productive work environment.
- Processed payments and conducted cash receipting for aged care residents' accounts and school fees.
- Supported the property team with asset management administration, handling facilities and maintenance requests for 30+ properties across the Parishes' different entities, ranging from residential aged care, to preschools, hostels, and schools.
- Provided recommendations on improvements to procedures and processes to help administration staff support operational needs.
- Managed supply and ordering of office needs, coordinated meetings, and banking activities, and distributed mail and correspondence.

#### Outcomes and Achievements:

- Successfully led the transition of parish administration services from a paper-based system to electronic record-keeping, enhancing accessibility across sites, and reducing the risk of data loss.
- Directed and implemented the comprehensive recording, archiving, and disposal of records and assets spanning over 20 years, ensuring compliance with regulatory standards.

- Implemented an internal training program for administration staff to enhance their confidence and customer service skills.
- Achieved a 60% reduction in the transfer of customer calls to different areas by training my team in routine tasks such as processing school fees and receipting payments, resulting in a more streamlined customer service process.
- Evaluated existing administration processes, identified opportunities for enhancement, trained staff and implemented procedures to support the successful adaptation of new processes.
- Deployed to lead the set-up of the administration office and reception area at Donnelly House. I established systems and procedures, trained the new administration team, and served as the face of new building during the establishment of the office.
- Contributed to a positive team culture by actively engaging in hands-on desk-based training with admin staff, and organising office functions, and social events. My efforts here successfully united different work sites, breaking down silos and fostering collaboration across the organisation.

## **EXECUTIVE ASSISTANT TO THE GENERAL MANAGER**

Essential Energy

July 2012 – June 2015

I progressed through a range of roles and levels of responsibility during my time with Essential Energy. I commenced in the Customer Call Centre and worked my way to a role, providing administrative and general support services to the executive office management team, serving as a trusted point of contact for the Executive General Manager.

### **Responsibilities:**

- Provided administrative and general support services to the executive office management team, serving as a key point of contact for the Executive General Manager and responding to enquiries related to business matters.
- Supported the Executive General Manager by managing schedules, diaries, travel bookings, arranging conferences and meetings, and hosting corporate customers and visitors.
- Administered processes and procedures for the approval or delegation of approval of purchase requisitions, travel authorisations, vouchers, and requests for payment.
- Established and maintained effective workplace relationships and systems across other business units, gathering, collating, and presenting relevant information to the Executive General Manager within designated timeframes.
- Assisted in the operational management of the business unit by controlling budgets, reconciling figures, and identifying and rectifying anomalies.
- Maintained compliance with approved Safety and Environmental policy and procedures.

### **Outcomes and Achievements:**

- Streamlined administrative processes by providing high-quality reporting, research, and analysis, and preparing board papers and executive management documents.
- Developed and managed tools to track, report, and monitor asset effectiveness, contributing to cost reduction across the business unit.
- Provided recommendations, and then drove the review, development, and implementation of specific procedures, policies, and processes to create internal efficiencies and ensure customer needs were met.

## **EARLIER CAREER HISTORY**

### **OFFICE MANAGER / RECEPTIONIST, ADMINISTRATION OFFICER**

St Agnes' Catholic Parish

August 2015 - November 2023

### **EXECUTIVE ASSISTANT EGM, INFRASTRUCTURE STRATEGY**

Essential Energy

September 2006 - July 2012

### **CUSTOMER SERVICE ADVISOR, SUPPLY INTERRUPTION**

Essential Energy

April 2006 – September 2006

### **CUSTOMER SERVICES/CALL CENTRE OFFICER**

Port Macquarie Hastings Council

July 1999 – March 2006

### **CLERICAL OFFICER, HEALTH & BUILDING DEPARTMENT**

Port Macquarie Hastings Council

May 1993 – June 1999

### **RECEPTIONIST AND RECORDS OFFICER, ADMINISTRATION**

Port Macquarie Hastings Council

February 1991 – April 1993

## EDUCATION AND LICENCES

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Certificate IV in Business Administration | TAFE Online

2011

Criminal History Check

Current

Working with Children Check

Current

Drivers Licence

Current

## REFERENCES

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Matthew Rourke  
Executive Manager - (Retired)  
St Agnes' Catholic Parish  
0428 628 079

Fr Paul Gooley  
NSW Police Chaplain / Parish Priest  
St Agnes Catholic Parish  
0418 652 920