
BENJAMIN MICHAEL

MISSION STATEMENT

To serve the York City community and its surrounding areas.

WORK EXPERIENCE

PENNSYLVANIA LABOR RELATIONS BOARD

COMMONWEALTH OF PENNSYLVANIA October 2007 - Present

The Pennsylvania Labor Relations Board is the state agency charged with overseeing the labor-management relations in the public sector. As the Representation Elections Officer, my primary duty is to conduct elections either onsite or via mail ballot with little or no supervision. To date, elections have ranged from two voters to over two thousand voters. The election process involves administrative, organizational and leadership responsibilities all while representing both the Board and the Commonwealth. When not in the field or preparing for an election, I assist the Board by tracking budgetary consumption, resolving invoicing issues with vendors, and as the procurement officer.

BUREAU OF WORKERS' COMPENSATION

COMMONWEALTH OF PENNSYLVANIA October 2006 - October 2007

The Clerk Typist II may perform a variety of functions in the Commonwealth of Pennsylvania. As part of the Medical Treatment Review Section in the Bureau of Workers' Compensation, I assisted the unit by entering petitions into a tracking system and ensuring their flow through the utilization review process. Additional responsibilities included mail duties, file maintenance and yearly archival.

BORDERS BOOKS & MUSIC December 1999 - October 2006

Beginning as a seasonal cashier, I was afforded the opportunity to learn many different positions at Borders. Following my time assisting during the 1999 Holiday Season, I moved to café operations then stints as both a book seller and a music seller. Intermittent in these positions, I was selected to fill in for the Corporate Sales Representative which allowed me to use the knowledge I gained selling and serving to consumers on a business-to-consumer level to a business-to-business relationship. Upon graduation in December 2004, I was promoted to the Merchandise Supervisor. Here I gained knowledge of managing store operations from staffing issues to extended problem solving. I was also responsible for maintaining the monthly promotions and communicating information to staff.

EDUCATION

YORK COLLEGE OF PENNSYLVANIA, December 2004

B.S., Business Administration
Marketing concentration, Sociology minor

RELATED EXPERIENCE

PROFESSIONAL DEVELOPMENT INSTITUTE, CLASS OF 2009

DEPARTMENT OF LABOR & INDUSTRY

The Professional Development Institute is a program provided to employees of the Department of Labor & Industry. Candidates are selected from an application process and meet once a month over the course of a year. The first part of the course is designed to give participants a survey of their personality style and how that manifests in the business world. The second part of the course presents a variety of business scenarios and how to incorporate our personalities with those of others. Topics covered include managing conflict, generational and gender differences, conducting effective meetings, emotional intelligence and public speaking. Additionally each participant is required to complete a group project that is submitted by managers in the Department that may benefit the Department.

REFERENCES

Available upon request.