

Julie Marks
(302) 528-3177 - Mobile
jdee13@gmail.com

WORK EXPERIENCE

Member Services Manager - Office Manager

May 2017 - Present

Southern Chester County Chamber of Commerce | West Grove, Pennsylvania

Responsible for new member onboarding and retention efforts for the Southern Chester County Chamber of Commerce (SCCCC). Management of annual membership renewals and invoicing processes in accordance with Chamber procedures. Assist Chamber members in taking full advantage of their membership by participating in SCCCC networking and signature events, committees, and task force meetings. Responsible for coordinating all Chamber events. Process event registrations via WebLink - a web-based database. Performs Office Manager duties for the Chamber office including but not limited to maintaining office operation, perform day-to-day banking functions, accounts payable and receivable, and bank and credit card reconciliation utilizing QuickBooks Online and Bill.com. Provide administrative support to the Chamber President & CEO. Performs designated tasks for Board of Directors and Committee Chairs. Prepare monthly Board of Director packets and attend all board meetings.

Business Manager

April 2016 - April 2017

YMCA of Greater Brandywine | Coatesville, Pennsylvania

Serve as the liaison between the branch and the business office with regards to all financial transactions. Ensures all business procedures are followed at the branch. Responsible for the registration, billing and collections of all child care and camp registrations. Serves as liaison between branch and Chester County Intermediate Services (CCIS) agencies for funding for child care. Ensure weekly and monthly CCIS reporting is accurate and submitted in a timely manner. Manages purchase order process. Provides administrative support to brand Executive Director and Associate Executive Director as needed.

Member Services Supervisor and Y Coach

April 2015 - April 2016

YMCA of Greater Brandywine | Kennett Square, Pennsylvania

Responsible for greeting and welcoming all members and guests of the YMCA in a highly professional manner. Conducted tours to potential members, sold memberships, registered members for program activities and answered member questions and concerns. Knowledgeable in all program activities, class schedules, and membership information and ensure adequate supplies of information

are available. Developed positive relationships with members developing an atmosphere of family and community. Effectively communicating between membership staff and all department supervisors. Maintain accurate records of cash drawers as well as accurate end of shift reports at the end of each shift.

Marketing Generalist

Project Manager

Project Coordinator

August 9, 2010 - December 31, 2015

Corporation Service Company | Wilmington, Delaware

One of two team members responsible for coordinating CSC's responses for Request for Proposal (RFP), Request for Information (RFI) and Custom Proposals. Work with Sales and business line leaders to review and understand the opportunity and solutions that will be highlighted in our responses. Establish the timeline and milestones to ensure CSC's response is delivery by the client's due date. After completing a first draft of CSC's response, manage the draft review process and incorporate changes and updates from key stakeholders. Once the final draft is complete, coordinate with copyright for final copy review and ensure we are delivering the CSC corporate message. Assemble final deliverables, which may include pricing, product info, reporting, etc. Gain Senior Management's approval of all final deliverables. Maintain quick reference clip art and collateral folders for frequently requested items as well as five RFP database. Established a folder system for historical tracking and group inbox for requests. Additionally, responsible for responding to all Due Diligence (DD) questionnaires. Responses are based on strict guidelines established by Legal, IT, Human Resources and Finance. Requests also include confirming confidentiality provisions, coordination in sending our SSAE16 report, Business Continuity & Disaster Recovery Plan, Financials, Insurance Certificates, Security and Availability Statement, SLA's, etc. Gain IT approval of all deliverables. Trained new team member who joined the team in Spring of 2014. Manage all business card orders for CSCGlobal.

Member Services

September 2009 - July 2011

Kennett Area YMCA | Kennett Square, Pennsylvania

Provided exceptional customer service while greeting, interacting and assisting members. Promote individual and family memberships as well as enrollment in program offerings. Conducted facility tours and educated members on fitness programs available. When scheduled, responsible for opening and closing facility. Accurately reconciling daily cash drawer.

Point of Sale Supervisor
May 2002 - January 2005
Kohl's | Wilmington, Delaware

Maintained a high level of presence and leadership to assist POS Associates by efficiently resolving customers' problems. Assisted customers in a friendly courteous manner and effectively responded to questions and requests. Ensured that company standards are maintained by all POS Associates. Ensured credit standards were communicated and motivated POS Associates to achieve credit goals. Informed POS Associates on changes in policies and procedures and system changes at POS. Assisted in training new POS Associates and Sales Associates on POS operations and customer service standards. Performed opens and close procedures of POS registers and recorded appropriate information on balance sheets to prevent cash losses. Performs cash pick-ups and change requests from registers. Authorized bank checks and void transactions within company guidelines. Maintains cleanliness and organization of register areas and returns non-purchased merchandise to appropriate location. Additionally, provided assistance with in-store inventory, merchandise replenishment, receiving and unpacking stock deliveries as well as performing ad-set functions.

Project Coordinator
April 1999 - March 2002
Convergent Solutions Inc. | King of Prussia, PA

Convergent Solutions, Inc. was a privately-held information management consulting firm specializing in the design, development, deployment and management of client/server and web-based business systems for the Insurance and Financial Services Industries.

Responsible for Project Coordination of customized, mission-critical, web-based Application Development projects within the Business, Applications, and Technology Engineering Groups. Served as primary client liaison. Conferred with the project management staff to assign duties, responsibilities, and scope of authority based on the project plan. Chaired project status meetings with project personnel to ensure that the project progresses in accordance with the project plan and contractual obligations. Communicate project status to management, clients, and/or others. Conferred with project personnel to resolve problems. Performed technical and/or copy edits of project deliverables/documentation before release for client distribution. Presented project findings and proposed recommended solutions. Responsible for the development and management of the company's proposal standards and guidelines as well as the coordination and production of all proposal responses, client contracts and pricing agreements - consultant agreements - fixed price and time and materials, and support agreements. Development Tools include Lotus Domino, IBM WebSphere. Utilized Rational Software as a development framework. Geographical focus - PA, NJ, DE.

EDUCATION

Some College Coursework Completed

SKILLS

Microsoft Office Suite

QuickBooks Online

WebLink

Photoshop