

Amy Onan

JOB OBJECTIVE

I am a dedicated professional ready to emerge back into the adult education atmosphere by applying my interpersonal, organizational and career experience back into the community college sector.

SUMMARY OF QUALIFICATIONS

- Recognized for strong communication skills with a customer service mind-set.
- Ability to build solid relationships and partner with management.
- Able to prioritize multiple tasks and meet demanding deadlines.
- Areas of expertise include:
 - Office Administration
 - Project Management
 - Professional Presenter
 - Confidential Record Maintenance
 - Effective Problem Resolution
 - Computer Literacy

PROFESSIONAL EXPERIENCE

Zion Township, Zion

2019 - 2025

Client Workforce Coordinator/General Assistance Manager

- Disburse appropriate information to Zion Township residents in need of assistance or guidance.
- Operate General and Emergency Assistance Department within allotted budgeted amount.
- Complete intake of prospective General Assistant/Emergency Assistant clients, including verifying information and eligibility, such as residency, income, applications to the Department of Human Services and other community resources.
- Make eligibility decisions after intake interview based on GA guidelines established by the State of Illinois.
- Approve/deny bills and vouchers issued by the GA department based on GA guidelines established by the State of Illinois.
- Maintain case records for each client as well as keep hard copies of applications and other pertinent client information ensuring this information remains confidential.
- Develop individual goal-oriented plans for each case in cooperation with the client and their needs (i.e. Education, certification) and abilities in order to help them achieve employment.
- Maintain client relationship with monthly status appointments, holding the clients responsible for job search, community work hours, financial management, and substance abuse treatment (in some cases).
- Establish and maintain relationships with community agencies, potential work sites and social service agencies.
- Actively research and network with local businesses and organizations to assist in job placements for General Assistance clients.

College of Lake County, Grayslake

2018 - 2019

Carrer and Job Placement-Career Specialist

- Primary contact for students and alumni with employability skills for job placement, coaching and development.
- Builds relationships with department chairs and faculty to collaborate and match students with current and future internships and jobs.
- Facilitate outreach activities and recruitment for perspective internships and jobs, community organizations and at college fairs along with managing provisional admission meetings and workshops.

One Million Degrees, Grayslake

2016 - 2018

Program Manager at the College of Lake County

- Build rapport with scholars and continuously engage and hold scholars accountable to personal, professional and academic goals, as well as OMD program expectations and requirements.
- Program implementation and data collection, engaging programming aimed at building scholar community, reinforcing and strengthen mindsets.
- Facilitate OMD outreach activities and recruitment for perspective scholars at schools, community organizations and at college fairs along with managing provisional admission meetings and workshops.

Lake County, Waukegan

2011- 2016

Workforce Development-Youth Career Specialist

- Maintain detailed records of youth client progressions through employment skills and training and delivered via PowerPoint.
- Develop and monitor on-the-job training contracts and establish appropriate problem resolution solutions to ensure success.
- Identify community resources that can bring added value to youth clients, both collectively and individually.
- Collaborate to ensure quality summer employment placement efforts for a caseload consisting of 100-170 youth clients while ensuring proper record management and educational voucher processing.

VOLUNTEER EXPERIENCE

Howe Elementary School PTO Treasurer

2021 - present

Village of Winthrop Harbor Economic Development and Planning Committee

2020 - 2023

Village of Winthrop Harbor Police Commission

2023 - present

Zion Benton Public Library President

2015 - present

College of Lake County - Adult Literary G.E.D. Tutor

2012 - 2014

- Coach adult inmates on obtaining basic educational requirements and assist within the Read To Me Program designed for mother's to obtain literacy skills.

EDUCATION

Columbia College of Missouri, B.A. in Interdisciplinary Studies
Minor in Criminal Justice & Psychology

2008