

# Application Form

## Profile

### Office Use Only:

Ward 6

### Which Boards would you like to apply for?

Board of Public Utilities: Submitted  
Charter Review Committee : Submitted

### Ms./Mr.

Mrs

Rosemary

First Name

Middle Initial

Heru

Last Name

[Redacted]

Home Address

Suite or Apt

Riverside

City

CA

State

[Redacted]

Postal Code

Home:

[Redacted]

Primary Phone

Alternate Phone

[Redacted]

Email Address

Employer

Job Title

### Business Address

### Business Phone

### Length of residence in City of Riverside

25

### Are you a registered voter of the City of Riverside?

Yes  No

### Have you ever been convicted of a crime of moral turpitude?

Yes  No

**Do you have adequate time to serve?**

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Yes  No

\*Eligibility requirements per City Charter Article VIII Section 805.  
Applications may be screened on the basis of information submitted with this form.  
You are welcome to provide a resume and/or letters of endorsement.

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**Interests & Experiences**

**WHY YOU WANT TO SERVE ON A CITY BOARD OR COMMISSION:**

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I want to serve the community where I live using my communication and administrative background.

**EXPERIENCE OR SPECIAL KNOWLEDGE PERTAINING TO AREA(S) OF INTEREST:**

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I'm an experienced Director of Customer Service, Administration and Compliance expert. I have over twenty years experience in the communication field.

**EDUCATIONAL BACKGROUND:**

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B.S. in Business Administration, Chadwick University, Birmingham, AL

**OCCUPATIONAL EXPERIENCE:**

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Executive with proven success in leading customer service and administration teams to generate new business, customer advocacy and exceed quarterly quotas. Extensive experience working with various functions, domestic and international throughout company including: data governance, internal/external audits, strategic planning/reporting, quality control, logistics, marketing, finance and sales. Developed rapport and long-term relationships with internal and external customers and vendors utilizing negotiation talents for win-win solutions. Experienced in shared services work environment, vendor management, customer quality events/intake and supporting CRM/SALESFORCE database management. Business acumen, team motivation techniques and ability to take projects from implementation to completion, contributed to successful product launches. Key strengths include leadership with a sense of urgency, agent of change, flexible, training, proactive problem solving, multi-tasked, dependable, self-motivated, detail-oriented, organized, excellent interpersonal skills, analytical, and written/verbal communication

**PROFESSIONAL OR TECHNICAL ORGANIZATION MEMBERSHIPS:**

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Riverside County Mediation Certificate Program, Mediator-Conflict Resolution, Facilitator, Trainer, E-Commerce Certification, City of Riverside Human Relations Commission and Notary Public. Charity Support: American Heart Association, Toys For Tots, Orange County Rescue Mission & Komen Foundation, Chairman of the Board-Cultural Heritage Board Member-Planning & Development, Ophthalmic Women Leader Member, Healthcare Business Association Member

**CIVIC OR COMMUNITY EXPERIENCE, MEMBERSHIPS, OR PREVIOUS PUBLIC SERVICE APPOINTMENTS:**

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I served on the following boards; CULTURAL HERITAGE BOARD HUMAN RELATIONS COMMISSION

COMMISSION ON AGING  
AIRPORT COMMISSION \*  
BUDGET ENGAGEMENT COMMISSION  
COMMUNITY POLICE REVIEW COMMISSION  
CULTURAL HERITAGE BOARD \*  
COMMISSION ON DISABILITIES  
BOARD OF ETHICS  
HUMAN RELATIONS COMMISSION  
HUMAN RESOURCES BOARD  
BOARD OF LIBRARY TRUSTEES \*  
METROPOLITAN MUSEUM BOARD  
PARK AND RECREATION COMMISSION \*  
PLANNING COMMISSION \*  
BOARD OF PUBLIC UTILITIES \*  
TRANSPORTATION BOARD \*

\*A Statement of Economic Interests is required. Any information listed on this application is a matter of public record and will be disclosed upon request.

Under existing California law, a member of a board or commission may not make, participate in making, or attempt to influence a governmental decision if it is reasonably foreseeable that the decision could have a material financial effect on that member, the member's immediate family, or any of his or her financial interests. There is also a special category of conflicts of interest which strictly forbids members and/or their employers from having financial interests in city contracts. Careful consideration should be given to this issue and applicants are encouraged to contact the City Clerk's Office if they have any questions.

#### NOTICE REGARDING INCOMPATIBLE OFFICES

Under existing California law, no member of City boards or commissions may simultaneously hold two public offices that are incompatible. (California Government Code Section 1099)

Offices are incompatible if one of the offices has supervisory, auditory or removal power over the other, if there would be any significant clash of duties or loyalties between the offices, or if public policy considerations make it improper for one person to hold both offices.

**Do you currently hold a position as an appointed or elected member of a governmental board, commission, committee, or other body?**

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Yes  No

**If "Yes", please state position:**

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Members of boards and commissions are covered by Workers' Compensation insurance while serving. If appointed, completion of a LiveScan background screening is required prior to commencement of service.

Please call the City Clerk's Office at 826-5557 or visit [RiversideCA.gov/city\\_clerk](http://RiversideCA.gov/city_clerk) for more information. City Clerk's Office, City Hall, 3900 Main Street, 7th floor, Riverside, CA 92522

[RHERU\\_Resume\\_2020.docx](#)

Upload a Resume

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Additional document(s)

**How did you learn about the Board and Commission vacancies?**

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Other

**Are you interested in being contacted by the Registrar of Voters to volunteer as a poll worker?**

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Yes  No

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ROSEMARY HERU  
Riverside, CA  
Home/

### CAREER SUMMARY

Executive with proven success in leading customer service and administration teams to generate new business, customer advocacy and exceed quarterly quotas. Extensive experience working with various functions, domestic and international throughout company including: data governance, internal/external audits, strategic planning/reporting, quality control, logistics, marketing, finance and sales. Developed rapport and long-term relationships with internal and external customers and vendors utilizing negotiation talents for win-win solutions. Experienced in shared services work environment, vendor management, customer quality events/intake and supporting CRM/SALESFORCE database management. Business acumen, team motivation techniques and ability to take projects from implementation to completion, contributed to successful product launches. Key strengths include leadership with a sense of urgency, agent of change, flexible, training, proactive problem solving, multi-tasked, dependable, self-motivated, detail-oriented, organized, excellent interpersonal skills, analytical, and written/verbal communication.

### PROFESSIONAL EXPERIENCE

**PSG Dover Fluids Division- Global Pump Solutions expert**, Grand Terrace, CA (2017-2020)

Market leader in air-operated double-diaphragm (AODD) pumps.

#### **Customer Service Manager/Director**

Responsible for order entry, operations, sales administration, logistics and compliance for international and domestic parts and pumps. Brands- Wilden, Griswold, Neptune, Quattro Flow, Abaque, Eurocenter-Mouvex, EnviroGear, pump packaging and logistic activity.

**Hussmann**, Chino, CA (2015- 2017) Panasonic Appliance Company

Hussmann is a leader in providing display merchandisers, refrigeration systems, installation and services to food retailers around the world.

#### **Manager, Order Management**

Responsible for all order entry, project management functions related to building custom merchandiser cases. Sales/Marketing/Purchasing/Master Scheduler/Finance/Engineering/Lab Technicians/Quality liaison for manufacturing team. Provide support to sales/ field service technical, factory and after- market equipment team. Identify and implement process improvements and support cost saving special projects, internal & external audits. (200-500 Projects per month. 1,500 cases)

**Abbott Medical Optics**, Santa Ana, CA (2009 - 2015)

A global medical device manufacturer, which produces medical devices and eye solutions for Optometrist, Ophthalmology, Pharmacy and Retail Stores. Pharmaceutical, Nutritional & Medical Industry.

Division of Abbott Laboratories

#### **Manager, Customer Support Center**

Manage the following functional teams- Customer Service, Equipment, Customer Advocates, and Consignment. Order to cash functions, Order entry Americas & Latin America, logistics, distribution, product returns, consignment-inventory reconciliations, invoicing, quality control system intake, contracts/rebates, pricing, credit & re-bills, equipment moves, recertification of medical device warranty maintenance, product launches, export documentation, coordinated hardware/software upgrades, work closely with internal/external auditors (FDA inspections, etc), sales, marketing, technical and clinical support staff members, customer loyalty surveys, compliance, quality assurance, business excellence, six sigma, strategic reports and planning, training development & project management to ensure continuance improvement within the department. Inside Sales, Sample allocation, Equipment Sales, Technical support.

- Implemented Web Based Order Entry system 24/7 on-line ordering capabilities
- Implemented System Applications & Products (SAP) System upgrade- Order To Cash Application
- AVAYA Call Monitoring Phone System & Canada Business consolidation
- Implemented Quality Intake system for Customer Complaints, Improved customer experience- Product returns, Order Accuracy, Resource Allocation, and Procedure Billing.

- Implemented fax automation software, patient billing procedures and order verification checklists

ROSEMARY HERU

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### **RELEVANT ACCOMPLISHMENTS**

- Merged the following Customer Service functional areas from California to Nebraska – Call Center, Order-Entry, Logistics, Transportation, Billing, Credit/Collections, Account Receivables/Payables and Deduction Processing – to meet company “order to cash” philosophy requirements
- Consolidated three regional customer service centers to the Headquarter facility located in Omaha, Nebraska, \$50M estimated savings
- Led project for \$500M ERP software integration and provided staff training to ensure a smooth transition. Implemented new computer systems that linked all functional groups together to provide better financial and profitability reporting to executive staff

### **EDUCATION**

B.S. in Business Administration, Chadwick University, Birmingham, AL

### **PERSONAL ACHIEVEMENTS**

Riverside County Mediation Certificate Program, Mediator-Conflict Resolution, Facilitator, Trainer, E-Commerce Certification, City of Riverside Human Relations Commission and Notary Public. Charity Support: American Heart Association, Toys For Tots, Orange County Rescue Mission & Komen Foundation, Chairman of the Board-Cultural Heritage Board Member-Planning & Development, Ophthalmic Women Leader Member, Healthcare Business Association Member

### **PROFESSIONAL DEVELOPMENT**

Change Management, Place Ware Web Conference, People Soft & Oracle Software, Team Building, Train The Trainer and Negotiation Skills, latest techniques, Dale Carnegie-Presentation Skills, Dr Deming-Process of Continuous Improvement (PCI). LEAN –Office & Manufacturing, ISO. Quality System-Corrective Action Prevention Action-CAPA Quality Control System, Certified, Regulatory Affairs Professional Society RAPS membership, Office Ethics & Compliance, Regulatory, and Sarbanes Oxley, Data Governance-.internal/external Audit experience. Business excellence certification, Lean Six Sigma-White, Yellow/Green Belt project management certification, Telephone Doctor Certification modules, Employee Mentorship, Net Promoter Score program, Capital Equipment, Consignment Inventory management and VMI (Vendor Managed Inventory). First Call Resolution (FCR), Document Imaging, Customer Satisfaction (CSAT), Inside Sales, Issues Management Report (IMR), Net Promoter Score, Product Returns, Quality Intake, HIPPA, Voice of the Customer (VOC), Operational Excellence (SQDIP).

### **COMPUTER SKILLS**

Oracle, System Applications & Products (SAP) Sales Discovery System-Sales Reporting, Place Ware Web Conferencing, Visual Database, Sales Logix, JD Edwards, MS Office Software, MS Project, AS400, WMS, PeopleSoft, E-Loyalty (Behavioral Analytics Portal), Business Objects, Call Monitoring/Parrot-Verint, AVAYA phone system, Agile-Product Lifecycle Management, Taleo-Talent Management, Kronos system, Legal Ethical Resource Network-LERN, Learning Management System-LMS, Global Quality Management System (GQMS), Service800 e-smart, Workday, EDI (Electronic Data Interchange)(SPS), ADP Payroll, BAAN, Team Center (Product Life Cycle), InteleX (Quality system).LEAN DNA (DMAIC Software)