

Karlene Grosch

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Professional Experience

Xcelience, Capsugel, Lonza, Tampa, FL 33634

Office Coordinator

August 2016 – April 2018

- Greeted guests and vendors on their arrivals.
- Supported senior leadership and human resources.
- Responsible for travel arrangements for interview candidates using Egencia.
- Coordinated 3 training events, 2 on-site and 1 offsite for local and international leadership teams.
- Ordered and organized on site catering for client audits.
- Schedule conference rooms for 3 buildings.
- Ordered all office and facility supplies.
- Entered purchase requisitions for multiple departments in SAP.
- Amazon orderer for all 4 Tampa sites.
- Administrator for local Kronos timekeeping system.
- Assisted the HR manager with Kronos payroll every other week.
- Assisted manager of facilities with furniture ordering and placement in all 4 buildings.
- Reconciled credit cards using Concur for Manager of Finance and self.

Purdue Research Foundation, West Lafayette, IN 47906

Development Research Services Secretary

February 2015 – December 2015

- Handled travel arrangements for the department.
- Managed calendars for senior director, associate director and chief researcher.
- Scheduled staff meetings, distribute agendas, take meeting notes and publish notes.
- Scanned articles and research information using Image Now.
- Helped with formatting and posting of executive bios for the President's Office.
- Reconciled credit cards for all staff.
- Assisted with prospect research and development projects.
- Monitored and tracked subscriptions and process payments.
- Reviewed news sources for current articles and information regarding Purdue alumni and donors.

Blackhawk Church, Middleton, WI 53562

Office Manager/Facility Scheduler

July 2010 – April 2014

- Assisted visitors and volunteers in the office, via phone and email.
- Supervised 7 front office volunteers.
- Trained front office staff and managed their workload.
- Worked with senior management on the yearly calendar of events.
- Supported a team of 10 administrative assistants.
- Conducted a weekly meeting with administrative assistants.
- Managed a \$35,000 budget.
- Responsible for the general church email correspondence and questions.
- Scheduled 150 events each week in 15 meeting spaces for church and community groups.

- Printed 2300 bulletins weekly and oversaw a volunteer team of 6-15 people for assembly.
- Ensured office is organized and stocked with necessary tools.
- Ordered the buildings kitchen supplies and coffee supplies.
- Operated and maintained all workroom machines: Xerox Color Cubes, Pitney Bowes mail machine, folding machine.
- Led and participated as a member on the “Fun Team,” planning and executing staff events, team building surprises and staff appreciation.

Facility Scheduler/ Receptionist

June 2008 - July 2010

- Answered the phone for a staff of 62.
- Gave building tours.
- Assisted visitors and volunteers in the office, via phone and email correspondence.
- Worked with community businesses and organizations to schedule events in the building.
- Coordinated facility usage and sent confirmation materials.
- Scheduled and paid staff to meet community events needs in the building.
- Handled liability waivers and fee statements as well as collect and process of payments for community events.
- Ensured the setup and needs of each community group were met.

College Age Ministry Administrative Assistant

July 2007 – June 2008

- Supported Director of College Ministry
- Handled the scheduling and travel arrangements for the Director.
- Managed the communication with students through social media, email and website.
- Planned and organized logistics for overnight trips for 30-55 students three times a year.
- Executed “Study Day” for 800 students with 250 volunteer twice a year.
- Supported the volunteer leadership team.
- Reserved University of Wisconsin campus rooms for the weekly meetings.
- Appreciated, recruited and delegated to volunteer teams to accomplish goals.
- Assisted with ministry financials and budgeting.
- Coordinated bus transportation to Blackhawk Church for 600 students weekly.

Education

University of Northwestern - St. Paul, St. Paul, MN 55113

Associate of Science

May 1986

Skills and Hobbies

Ability to work with several operating systems, including Windows and Mac OSX • Experience with MS Office Suite: Word, Excel, Outlook, Publisher and Power Point • Ellucian Advance • Kronos • SAP • Concur • SharePoint • Image Now • IFAS • EMS scheduling software • Shelby database • Proven ability to communicate information accurately and provide friendly customer service • Volunteer appreciation and communication skills • Organized and managed the high school boys swim team parent group • Book club • Junior high basketball and volleyball coach • Intercollegiate volleyball player