Kay Isokauppila Wetherill

Skills

Payment Services Officer-ESDC- Service Canada , dealing with public , payment issues, application status updates, address and DD changes among a wide variety of incoming calls.

Managerial experience as a Person–in-charge- PIC, dealing with all employees, receiving orders, and customer issues.

Past union Experience with collective bargaining, conflict resolution, note taking and speaking on behalf of workers.

Worked closely with managers, and union officials, to solve various issues and investigate where needed.

Dealing with employee relations, including all documentation, action plans, and recommendations.

Health and Safety trained, with H & S courses and being on committees. Knowledgeable of Health and Safety Policies.

Proficient in the use of the Internet, social media, and Microsoft Office applications.

Employment

Employment and Social Development Canada Nov 2022-present

Payment Services Officer (PM1)

Deal with incoming calls including Canada Pension Plan, Old Age Security, Disability, MSCA, applications, letters, payment issues, address or DD changes along with a variety of calls

Sobeys West Inc/Safeway Canada November 1992-2022 November

Administration

Advises and recommends strategies to management or senior staff, union officials on various issues and in turn notifies employees of changes to organization/ collective bargaining terms.

Management duties as a Person-In Charge, receiving the orders, building displays, dealing with customers and employees.

Retail environment including customer service and cash office duties

Thorough note taking and monitoring of the work environment to ensure management has dealt with employees in an appropriate manner

Clear, concise written statements required to complete investigations and complete paperwork

Research and Investigation

Fisheries and Oceans Canada June-Aug 2002 and Environment Canada May –Sept 2003

Enforcing of government policies, with the Navigable Water Protection Agency, including inspection of proposed bridge / dock building sites

Investigation and research skills were utilized in the work performed for Environment Canada Severe Weather Office

Field **CUT AT 300 WORDS**