

Monique Webber

EXPERIENCE

2016 TO CURRENT

OPERATIONS MANAGER, PACIFIC YACHT MANAGEMENT

- Maintains office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Designs and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
- Completes operational requirements by scheduling and assigning employees; following up on work results.
- Maintains good accounts receivable operating procedures by monitoring accounts receivable and obtaining payments from clients within 30 days of billing.

2016 TO CURRENT

YACHT AGENT, PACIFIC YACHT MANAGEMENT

- Assist vessel with formalities of entering US & Washington state (CBP etc)
- Berth reservations, bunkering, and chandlery services
- Assist vessel with scheduling pilots or obtaining pilotage exemptions
- Freight forwarding & customs clearance for incoming freight
- Provisioning for passengers and crew
- Itinerary planning
- Coordinate sub-contractors to work on vessel
- Hotel reservation, arranged tours, transfers of crew and passengers.

2011 TO 2016

WARRANTY ADMINISTRATOR & ASSISTANT SERVICE MANAGER, POULSBO RV

- Responsible for the entire customer service experience from the service drive until vehicle is turned back over to the customer
- Schedule appointments and generate estimates
- Advise customers on the care of their vehicles and the value of maintenance in accordance with the manufacturer's specifications
- Effectively communicate to the customer the timeline of repair and maintenance
- Follow up with progress calls and/or emails to customers regarding any changes in the estimate or pick up time
- Document repair and maintenance changes on repair order in the approved manner
- Resolve customer complaints and questions

- Establish and maintain strong positive working relationships and loyalty with customers to encourage repeat and referral business allowing for long-term clientele
- Meet and exceed monthly sales goals and effective labor rate goals
- Oversee all aspects of an RV service repair facility, including but not limited to parts, repair, service scheduling, and personnel management
- Maintain an efficient repair schedule, servicing internal, external, and warranty repairs in a timely manner
- Ensure that all customer repair orders are completed per customer needs, and strong communication with the client is maintained throughout the service process
- Collaborate with the sales department, delivering newly purchased RVs per business and customer specifications
- Train and maintain shop skills for all technicians, service advisors, and parts personnel
- Work with technicians and detail staff to clean, organize, and maintain safety standards throughout the repair shop and RV lot

2007 TO 2011

STORE SALES MANAGER, LANE BRYANT

- Analyze the business and create/communicate clear action plans that optimize results
- Own Total Store Goals for the Year/Month/Week/Day/Segment
- Build a team selling Store environment that delivers a fashion focused Lane Bryant Experience for our Guest
- Ensure implementation of Lane Bryant selling, incentive and product knowledge strategies
- Ensure business is driven by each segment with the Roles Leader program
- Event planning and execution
- Ensure proper floorset execution to current Brand Standards
- Ensure effective execution of all operational activities/tasks
- Ensure all communications are shared with Store Leaders and Associates
- Oversee merchandise flow/freight processes
- Manage controllable expenses
- Maintain policies and procedures and overall Store controls including Loss prevention/safety
- Support and execute company test initiatives
- Accountable for shrink results and safety awareness
- Attract, hire, develop and retain top talent
- Coach and maximize the abilities of all associates
- Maximize sales potential through timely performance management
- Build a team which supports current selling/service model
- Succession plan by creating internal bench strength
- Ensure each associate completes on boarding and all required training programs
- Ensure proper scheduling to optimize Store Payroll

EDUCATION

JUNE 2006

BACHELOR OF ARTS, CENTRAL WASHINGTON UNIVERSITY

JUNE 2004

ASSOCIATES OF ARTS, EDMONDS COMMUNITY COLLEGE

