**Loretta A. Ross**

122 Brookwood Dr • Monroe, LA 71203 • aross20713@me.com • 318.267.4020 (cell)

**OBJECTIVE**

To secure a position where my extensive training, experience, and skills will be utilized to provide new opportunities for professional growth and advancement.

**EXPERIENCE**

D&B Properties and Rentals, Monroe, LA (2018-Present)

***Office Manager***

* Interact with tenants daily, handle maintenance requests, repairs and other needs.
* Manage office inventory and place new supply orders.
* Handle tenant inquiries and complaints
* Set and collect rent; fill vacant units, set budget for properties
* Send and receive faxes, process letters, respond to emails and other duties as required.

current
City of Monroe (Engineering Services), Monroe, LA (2006-2018)

***Office Manager/Payroll Specialist***

* Managed day to day operations of front office.
* Prepared payroll and maintained personnel related records.
* Maintained an inventory of office supplies and equipment.
* Ordered materials and supplies and equipment; processed bills for payment.
* Coordinated Capital Infrastructure Commission meetings.
* Arranged meetings; set appointments as needed.
* Served as personnel officer, handled recruiting, job interviews, drug

 screening, testing, placement, and orientation of new clerical employee(s).

* Assisted with the review of quantities and dollar amounts on pay estimates,

 invoices, plan changes, and other accounting/construction documents to verify

 accuracy.

City of Monroe (EEOC Compliance), Monroe, LA (1997-2006)

***Administrative Assistant***

* Prepared and managed correspondence, reports, and documents.
* Organized and coordinated meetings, conferences, and travel arrangements.
* Take, type, and distributed minutes of meetings.
* Answered and screen telephone calls; implemented and maintained office

 systems.

* Maintained schedules and calendars; arranged and confirmed appointments;

 handled incoming mail and other material.

Monroe City Court, Monroe, LA (1995-1997)

***Civil Deputy Clerk***

* Received, reviewed, prepared, processed, and filed a variety of legal documents for small claims lawsuits.
* Researched and responded to inquiries by plaintiffs, defendants, attorneys, government agencies, and the public in person or by telephone established procedures.
* Computed and accepted payment of fees; accepted routine filings; issued appropriate receipts. Prepared, processed, sorted, and filed calendar cases; made docket entries and issued legal forms.
* Recorded and reported courtroom proceedings and judgments; prepared minute orders and responded to correspondence and transmitted information.
* Organized on work, set priorities, and ensured that critical deadlines are met.
* Operated standard office equipment, such as computer terminal, word

 processor, copy reproduction, fax machine, and telephone.

Chase Mortgage, Monroe, LA (1994 - 1995)

***Lien Release Specialist***

* Reviewed and ensured accuracy on lien releases.
* Performed quality control review on lien releases and ensure data integrity.
* Prioritized files using state compliance requirements.
* Verified that chain of title is correct and proper signing authority is selected

 on lien releases.

* Conducted online research and contacted county recording entities to verify

recording requirements.

**EDUCATION**

1990 – Diploma – General Studies (Carroll High School)

1992 – Associates– Medical Assisting/Data Entry (Southern Technical College)

**REFERENCES**

AVAILABLE UPON REQUEST.

D&B Properties and rentals

Office Manager 40+ hours per week

Interact with tenants daily’s, handle maintenance requests, repairs and other needs; setting and collecting rent; filling vacant units, set budget for properties; sending and receiving faxes, process letters, respond to emails and other duties as required.

/2018 - current

D&B Properties and rentals

Office Manager 40+ hours per week

Interact with tenants daily’s, handle maintenance requests, 8/2018 - current

D&B Properties and rentals

Office Manager 40+ hours per week

Interact with tenants daily’s, handle maintenance requests, repairs and other needs; setting and collecting rent; filling vacant units, set budget for properties; sending and receiving