

VOLUNTEER APPLICATION

Kevin John Goff

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Application: **HRC - Human Relations Commission**

Applicant Information

Birthday: [REDACTED] Gender: Male Education Level: Some College

Address: [REDACTED] Phone: [REDACTED] <<

Volunteer Groups Applied For

Human Relations Commission

Job Description

I have read the job description

Questions

Current Occupation:	Actor/Film Producer/Writer
I acknowledge and understand it is recommended to apply for no more than (3) Board/Commission volunteer positions in any one recruitment cycle.	YES
If applying for more than (1) board/commission please list all boards in order of preference (the most important board to you should be listed first). Please enter N/A if you have not applied to more than one board/commission.	Cultural Resources Board, Human Relations Commission & the Youth Advisory Board.
I acknowledge I am available when the Human Relations Commission meets: Second Thursday of each month at 5:30 p.m.	YES
How many hours per month are you willing to put in (including research, work, and meeting time) as a commission member?	10-15 hours per month.
Which Council District do you live in? Please refer to the map at: https://gisweb.fcgov.com/HTML5Vie	5
Current Employer:	HattieMcDaniel.com and also Tolmar, Inc.
Prior work experience (please include dates):	HattieMcDaniel.com (Project Founder/Producer): October 2003 - present Tolmar, Inc. (Injectables): April 2023 - present 24 Seven, Inc. (various positions): September 2019 - October 2022
Volunteer experience (please include dates):	International Documentary Association (IDA); www.documentary.org (June 2016 - present) Motion Picture & Television Fund (MPTF); www.mptf.com (February 2018 - present) Young Artist Academy (YAA); www.youngartistacademy.info (December 2020 - present)
Have you applied for this commission before? If yes, please explain.	N/A
Are you currently serving on a City board or Commission? If so, which one?	No; N/A

Why do you want to become a member of this particular board or commission?

I believe in humanitarian efforts, inclusion & equity for all, and I am thrilled to be a new Fort Collins resident like my relatives from over 100 years ago.

Have you had any exposure to the board or commission you are applying for? If yes, please explain:

No;
N/A

Specify any activities which might create a serious conflict of interest if you are appointed:

N/A

How did you learn of a vacancy on this board or commission?

Other (please specify);
I learned about the various board vacancies from Nick Heimann, Cultural Community Programs Manager.

Briefly explain what you believe are the three most important issues facing this board or commission, and how do you believe this board or commission should address each issue? Feel free to upload a separate sheet of paper if necessary.

I am a fairly new resident to Fort Collins, so I would definitely need to do my homework on any issues that are before this specific board. Of course, I would imagine outreach as it relates to educating the community, DEI initiatives, and recognizing the work of those that sacrifice their time & attention are vital.

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OBJECTIVE

To provide professional service to clients by utilizing great communication (verbal and written), a positive attitude, strong organization, and the ability to work exceptionally well with others.

SUMMARY OF QUALIFICATIONS

- . 20+ years of customer service/client relations experience coupled with integrity, reliability, and flexibility
- . Supervisory/management experience (1 to 100 employees)
- . Knowledge of business principles and core competencies. Adept at meeting quality standards for service, evaluation of customer satisfaction, and due diligence
- . Outstanding communication/listening skills with emphasis on conveying information effectively

WORK EXPERIENCE

OCT 2003 – Present **Project Founder/Producer** – HattieMcDaniel.com

- . Proud partnership with the Young Artists Academy to honor performer Hattie McDaniel during Black History Month and to create meaningful discussions about how young performers can encourage respect and kindness for all
- . Coordination with the web development team (1HappyPlace, LLC) in the creation of the project website, marketing direction, and updates relating to website content
- . Weekly meetings with public relations team (AMB Publicity) to discuss new developments related to project visibility and new project development (i.e., docu-series, podcast, and illustrative book)

SEPT 2019 – Present **Stock Support – 24 Seven, Inc.**

- . Transporting merchandise to the sales floor
- . Acceptance of product deliveries from carriers (UPS, other vendors)
- . Unpacking of stock and placement on warehouse shelves
- . Labeling of product codes and batch codes (and the arrangement of expired product to be prepared for disposal)

NOV 2020 – FEB 2021 **Customer Advisor (Remote) - Sundae, Inc.**

- . Develop and refine phone scripts that adapt to different customer personas
- . Manage a comprehensive lifecycle pipeline ranging from customers performing initial research to sellers who have presented an offer in writing
- . Work directly with management to package learnings from customer interaction into actionable feature expansion and new product development
- . Documenting processes, implementing learnings, and recommendations for updates to Salesforce

JAN 2006 – NOV 2008 **Ecommerce Floor Supervisor - Aerotek Staffing Services**

- . Supervision of 50+ call center agents
- . Monitoring, attendance, and employee assessments
- . CRM reporting and administrative tasks to track employee productivity
- . Account Executive code creation for loan officers and bi-monthly agent reporting

PROGRAM AND SOFTWARE EXPOSURE

- . Slack
- . Salesforce
- . Google Suite
- . Avaya CRM & WebAdmin
- . Automatic Call Distribution (ACD)
- . Microsoft Office
- . ZenDesk

EDUCATION

- . Southern New Hampshire University. Manchester, NH. Bachelors, Creative Writing & English, 2022-2024
- . University of La Verne. La Verne, CA. Business Administration, 1996
- . West Los Angeles College. Culver City, CA. Engineering/Political Science, 1990-1992

VOLUNTEER WORK

KRFC 88.9 FM, November 2022 – present

Present role: Community Advisory Board Member

Mission: Formulating strategic plans during board meetings aimed at seeking help with engagement in the community.

International Documentary Association (IDA), JUL 2016 – present

Past & present roles: Volunteer Staff Assistance

Mission: The International Documentary Association supports the vital work of documentary storytellers and champions a thriving and inclusive documentary culture.

Motion Picture & Television Fund (MPTF), FEB 2018 – present

Past & present roles: Documentary Curator and Angel Card Volunteer

Mission: MPTF supports working and retired members of the entertainment community with a safety net of health services, including temporary financial assistance, case management, and residential living.