

JEWEL L. POINTER
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Lancaster, TX 75134
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PROFILE

Possess excellent communication skills with strong capabilities organizational, Enforcement of city codes, customer service, community and public relations. Possess excellent team-work approach. High proficiency in computer and other technical applications. Possess excellent communication skills and research skills. Have the Ability to organize, prioritize, and manage multiple tasks

EDUCATION

Master of Science (M.Sc.) in Leadership Walden University Online	Jun 2015
Master of Science (M.Sc.) in IT Strategy and Governance Walden University Online	Jun 2013
Bachelor of Arts (B.A.) Degree in Organizational Management Paul Quinn College-Dallas, Texas	May 2009
Associate Degree in Science Cedar Valley College, Lancaster, Texas	Dec 2005

TECHNICAL SKILLS

- Micro-Soft Applications—Word/Excel/Power-Point
- 40 WPM
- Q&A Network Related System
- Posse, Linc, HDR
- Customer Response Management Systems (CRMS)
- SAP
- AMS Advantage
- Lawson and Kronos

MAJOR ACCOMPLISHMENTS

- Community Outreach & Neighborhood Clean-up Activities
- *Attend various crime watch meeting*

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CAREER HISTORY

**Mountain View College
Adjunct Professor**

**Dallas, TX
Aug. 27, 2018 – Present**

- Provides students with a written course syllabus. Participates in the evaluation of the instructional process and uses innovative strategies to continually improve learning. Participates in development and support of their discipline by recommending books and materials, revising curricula, and recommending teaching assignments when appropriate. Maintains accurate and complete course records. Performs professional activities and assumes professional responsibilities as agreed upon with the division dean, and works with colleagues to achieve shared goals and visions. Values the collaborative process. Uses knowledge of diverse communities and learning styles and has the ability to incorporate diversity of delivery of such learning styles in instruction. Participates in student advising and registration. Utilizes technology to facilitate learning and to access data, maintain records, generate reports, and communicate with others. Meets professional assignments in accordance with the System's calendar and contractual obligations. Complies with Districts board policy, state and federal policy, and the student code of conduct as appropriate. Commits to college mission and goals through participating in planning division objectives and budget requests. Serves on and attends college committees as assigned. Participates in campus commencement exercise(s) as required and attends other required college meetings and activities. Participates in his/her own performance appraisal. Demonstrates ability to work effectively with persons from diverse backgrounds. May work with student clubs and/or organizations. Demonstrates verbal and written communication skills to support and enhance effective interaction between Districts and other organizations, businesses and community groups as well as faculty, staff and students from diverse backgrounds. Promotes the college in the community by participating in a variety of marketing activities. Participates in professional development activities. Performs other duties as assigned.

City of Dallas Building Inspection (BI) Department, Dallas, TX

Zoning Inspector III

May 28, 2014-Present

- Conducts detailed/thorough inspections in an assigned geographical area or specialization to determine compliance with safety, structural, zoning, plans, mechanical, and/or applicable codes, regulations and ordinances.
- Investigates alleged violations of federal, state, and local codes, ordinances, and regulations. Requires corrections be made when deficiencies are discovered and assists in determining methods to achieve conformance.
- May approve alternate methods for compliance.

- May issue notices of violation and/or citations or closures, conducts follow-up inspections to ensure corrections are made.
- Provides information to customers regarding codes and other regulatory requirements.
- May provide testimony during hearings and trials for prosecution of violators of applicable Dallas City Codes or state and federal regulations.

**City of Dallas Code Compliance Services (CCS) Department, Dallas, TX
Southcentral Community Code District
Code Officer II**

Nov. 2008 – May 27, 2014

- Investigate code violations involving premise code standards such as litter, junk motor vehicles, high weeds and illegal dumping to enforce city's code regulations and ordinances.
- Inspect paving and storm drainage construction projects performed by outside contractors to ensure compliance with plans and construction standards.
- Supervise and monitor code enforcement activities as they relate to garbage hauling and tire shredding operations to ensure compliance with City of Dallas Disposal Code regulations and ordinances.
- Perform a variety of routine to moderately difficult environmental inspections of public and private facilities, rivers, lakes, and streams to enforce laws and regulations related to environmental health, safety, and sanitary control.
- Systematically survey streets and storm sewers and appurtenances to determine if repairs are needed.
- Gather water samples from the distribution system to ensure that all required samples are collected for compliance with federal, state and local regulations.
- Review and processes building, health, liquor license and other permit applications and conducts initial review of construction plans to ensure compliance with city's code regulations and ordinances; maintains accurate map and plat records for use by the public.

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**City of Dallas CCS Department, Dallas, TX
Nuisance Abatement Business Division
Office Assistant II**

January – Nov. 2008

- Pay bills on AMS
- Prepare Performance Evaluation for the entire staff
- Find vendors to purchase merchandise
- Insert time in the system for payroll
- Supervisor office staff and other administrative functions
- Assign the crews to different work assignments
- Schedule meeting on the Manager calendar
- Order supplies for the department
- Process Time for Payroll on Lawson and Kronos

- Accounts payable, billing, cashiering/reconciliation, procurement and/or correspondence and report writing. Requires effective oral/written communications and MS Word/Excel skills.

City of Dallas CCS Department, Dallas, TX
Administrative Division
Office Assistant II

April 2006 – Jan. 2007

- Answer telephones including screening and ascertaining nature of calls, forwarding appropriate, calls taking messages and conveying information, and handling citizen complaints to facilitate effective and timely operations.
- Process staffing requests and distribute document to appropriate staffers
- Attend function/meeting
- Provide follow-up notification to requestor and appropriate copy list.
- Read, prioritize, and distribute incoming mail including personally composing answers to some inquiries to facilitate timely response.
- Process various reports: court docket, criminal citation, parking citation and building (burn -out)
- Perform Recruitment/staffing administrative support in human resources
- Cross-train with Executive Secretary to ensure Administration Division clerical duties are performed timely.
- Assist with the planning and preparation of budgets including monitoring expenditures, and make recommendations on cost adjustment to avoid overruns.
- Assist in the development and preparation of budgets for a department, division or facility to achieve accurate fiscal accountability and financial planning.
- Accounts payable, billing, cashiering
- Assist Coordinator with Open Records request
- Assist Coordinator with the ordering of uniforms
- Assist Coordinator with processing payroll checks
- Process checks for citizens and employees
- Assist Executive Assist. With new employee orientation

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Texas Dept. of Criminal Justice- Dallas, TX
Administrative Assistant/Cashier

May 2000 – April 2006

- Assist Parole Officers in a call center environment.
- Type up different forms, notarize important papers for the agency, clearing the
 - Fax machine and the printers, mailing out important forms or letters to other TDCJ agencies
 - Perform various levels of administrative functions for Parolees
 - Perform telephone/switchboard activities
 - Perform general supervisory activities

CERTIFICATIONS, AWARDS AND RECOGNITIONS

- Texas State Department of Health Code Enforcement officer Certification

- Employee of the Month—Texas Department of Criminal Justice

VOLUNTEER ACTIVITIES

- Council District 7 Weekend Clean-up Projects
- Young Sisters Mentoring program
- Hope Wide-World Volunteer Projects
- Habitat for Humanity Community Projects