

Alani Jenkins

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SUMMARY

Intermediate clerical professional with four years of progressive office support experience in public service settings. Processes permits, licenses, notices, receipts, forms, statements, case files, and related records with close attention to completeness, accuracy, and **procedural compliance**. Provides clear counter and telephone guidance about regulations, applications, fees, programs, services, and record requests. Searches, abstracts, indexes, cross references, files, retrieves, and issues records through organized paper and electronic systems. Calculates amounts due, collects approved fees, issues receipts, reconciles transaction documentation, and maintains **specialized records**, cost records, supply inventories, mail logs, and control information. Completed **Temporary Services Registry** training and holds a valid **California Class C Driver License**. Brings dependable judgment, public service focus, and practical experience with computers, scanners, copiers, calculators, reception, and clerical workflows.

EXPERIENCE

Intermediate Office Clerk

October 2024 - Present

Inland Valley Civic Support

Riverside, CA

Supports a public facing clerical unit handling permit records, notices, receipts, forms, case documentation, public requests, fee transactions, supply inventory, mail, and daily counter coverage. Applies established procedures while coordinating with staff and community members.

- Processed permit records, notices, **receipts**, forms, and **case files** for public service requests.
- Reviewed submissions for signatures, dates, supporting materials, **completeness**, and procedural compliance requirements.
- Explained forms, **applications**, **procedures**, fees, and record requests during counter and telephone service.
- Searched paper and electronic files, abstracted information, and maintained indexes and cross references.
- Calculated **amounts due**, received approved fees, issued receipts, and reconciled transaction documentation.
- Maintained supplies, distributed mail, and operated computers, scanners, copiers, and calculators.

Office Support Assistant

September 2022 - September 2024

Regional Administrative Services

San Bernardino, CA

Provided supervised registry support through document preparation, records control, reception, mail handling, inventory tracking, public assistance, and routine administrative production. Completed mandatory training and earned the qualifying certificate after continuous service.

- Prepared, sorted, scanned, indexed, and filed administrative documents for registry assignments.
- Completed **mandatory training** and earned **Temporary Services Registry** certification after required continuous service.
- Retrieved **records** for staff and public requests, checking identifiers before issuing requested materials.
- Covered **reception**, directed visitors, explained routine **forms**, and referred policy questions appropriately.
- Logged mail and supply deliveries, distributed materials, and maintained inventory records.
- Used office software and equipment to prepare lists, **tables**, receipts, and correspondence.

PROJECTS

Public Records Control Workflow 📅 2024

Improved daily handling of permit records and case files through consistent indexing, cross referencing, retrieval, and issuance practices. Work supported clearer public responses and more reliable document control.

Registry Service Readiness 📅 2023

Completed mandatory Temporary Services Registry training while supporting supervised office assignments. Applied document review, reception, records retrieval, mail handling, and public service procedures in daily work.

LEADERSHIP & AWARDS

- Temporary Services Registry Program Certificate of Completion, earned after required service and mandatory training.
- Public service clerical recognition for dependable records handling, reception coverage, and accurate fee documentation.
- Leadership through peer support with document indexing, file retrieval, supply tracking, and routine counter procedures.

EDUCATION

Associate of Arts in Business Administration

2022

Riverside City College GPA: 3.5

Riverside, CA

Coursework: Business communication, records management, office administration, accounting fundamentals

CERTIFICATIONS

- Temporary Services Registry Program Certificate of Completion 📅 2023
- California Class C Driver License 📅 2023

TECHNICAL SKILLS

- **Document Systems:** Case files, permits, notices
- **Records Control:** Indexing, cross referencing, filing
- **Public Service Tools:** Forms, applications, regulations
- **Financial Processing:** Fees, receipts, amount calculations
- **Office Equipment:** Computers, copiers, scanners
- **Data Handling:** Tables, statements, data compilation
- **Mail Operations:** Mail logs, distribution, delivery tracking
- **Inventory Control:** Supply records, stock tracking, issue logs
- **Reception Services:** Counter coverage, telephone service, visitor direction
- **Registry Compliance:** Temporary Services Registry, mandatory training, completion certificate
- **Records Access:** Searching, abstracting, retrieval
- **Clerical Production:** Reports, bills, correspondence

SKILLS

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|-----------------------|---------------------|----------------------|-------------------------|
| • Document Processing | • License Records | • File Retrieval | • Procedural Compliance |
| • Records Management | • Fee Collection | • Supply Inventory | • Data Compilation |
| • Public Service | • Indexing | • Mail Distribution | • Office Equipment |
| • Permit Records | • Cross Referencing | • Reception Coverage | |

PROFESSIONAL AFFILIATIONS

- Temporary Services Registry program participant with completed qualifying training.
- Public service administrative support contributor focused on accurate records and respectful community assistance.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST