

# Hampton Board Bank

Application ID  Date of Application  Exp Date

First Name  Middle Initial  Last Name

Address

City  State  Zip Code

Home Phone  Work Phone

Cell Phone  Email Address

Occupation

Employer

Length of Time Resident of Hampton

Age  Education  Sex

Degrees/Majors

Certification or Other

Other Skills

Volunteer Experienc

Meeting Availability

Experience1

Experience2

Experience3

Interest1

Interest2

Interest3

Contributions to Community

1st Board Preference

2nd Board Preference

3rd Board Preference

<sup>4th Pref.</sup>  
BoardServed1

BoardServed2

BoardServed3

United States Citizen  Hampton Resident

Reference1  Reference1Address

Reference1Phone

Reference2  Reference2Address

Reference2Phone

Reference3  Reference3Address

Reference3Phone

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Contributions to Community

1st Board Preference

2nd Board Preference

3rd Board Preference

4th Pref BoardServed1

5th Pref BoardServed2

6th Pref BoardServed3

United States Citizen  Hampton Resident

Reference1  Reference1Address

Reference1Phone

Reference2  Reference2Address

Reference2Phone

Reference3  Reference3Address

Reference3Phone

# Hampton Board Bank

Application ID	163	Date of Application	1/31/2008	Exp Date	1/31/2008	
First Name	Bob	Middle Initial		Last Name	Tyson	
Address	305 Cynthia Drive					
City	Hampton	State	VA	Zip Code	23666	
Home Phone	757-838-5493	Work Phone				
Cell Phone			Email Address			
Occupation	Retired/ Disability					
Employer						
Length of Time Resident of Hampton	30+ years					
Age	Over 60	Education			Sex	Male
Degrees/Majors	AA					
Certification or Other	Air Conditioning/Refrigeration					
Other Skills	handyman					
Volunteer Experienc	Citizens Police Academy; ham radio operator					
Meeting Availability	All Day					
Experience1	Management					
Experience2	Personnel					
Experience3	Transportation					
Interest1	Law Enforcement					
Interest2	Planning					
Interest3	Public Relations					
Contributions to Community	wide range of management skills and planning ability					
1st Board Preference	Military Affairs Committee (MAC)					
2nd Board Preference	Neighborhood Commission					
3rd Board Preference	Virginia Disability Services Board of the Peninsula					
BoardServed1	Grievance Board					
BoardServed2	Hampton Senior Citizens Advisory Committee					
BoardServed3	Peninsula Agency on Aging					
United States Citizen	<input checked="" type="checkbox"/>	Hampton Resident	<input checked="" type="checkbox"/>			
Reference1	Vernon Gure	Reference1Address				
Reference1Phone	757-826-7435					
Reference2	Bob Vandygriff	Reference2Address				
Reference2Phone	757-220-9689					
Reference3	Moody Harp	Reference3Address				
Reference3Phone	757-887-5573					

4th Pref  
5th Pref  
6th Pref

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Contributions to Community

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BoardServed1

BoardServed2

BoardServed3

United States Citizen  Hampton Resident

Reference1  Reference1Address

Reference1Phone

Reference2  Reference2Address

Reference2Phone

Reference3  Reference3Address

Reference3Phone

## **Lori L. Thomas**

23 Twin Oaks Drive  
Hampton, VA 23666  
(757) 224-9734 home  
(757) 342-3124 cell  
[lthomas@hampton.gov](mailto:lthomas@hampton.gov)

### **Professional Profile**

#### **Management:**

- Developing rewards and recognition program for the call center
- Supervising, scheduling, training, and monitoring of staff
- Providing bi-weekly performance feedback
- Evaluating and coaching staff for improvement
- Develop performance agreement between team leader and call center specialist
- Conduct performance appraisals
- Establish teams performance management plans and goals
- Member of interview panel for acquiring new city employees – Unity Commission and Codes Compliance staff
- Member of the call center committee for the purchase and implementation of new computer software program
- Training of call center staff and City's core departments on new software
- Liaison with City of Hampton Information Technology Department for call center computer issues
- Coordinated, scheduled and evaluated library's monitor department
- Scheduled and coordinated the use of the library's meeting rooms for city departments and private organizations
- Resolved customers' complaints and concerns
- Liaison with police department concerning library/patron relations
- Essential personnel for emergency operations in call center

#### **Production:**

- Provided customer assistance in retail sales
- Organized, prioritized and delegated operations
- Monitored and enforced building, equipment, and safety procedures
- Performs backup of tapes for the computer system
- Established the quick reference and training manuals for the call center
- Assisted with library's State Setoff Debt Collection Program
- Prepared monthly statistical and branch transit reports
- Prepared daily reports
- Enforced library behavioral standards for patrons

- Handles an average of 500 calls bi-annually for information and services
- Provides support to internal/external customers dealing with a broad base of city issues, projects, services and concerns
- Developed fire procedures for library
- Developed memo for City Manager's bulletin concerning meeting room scheduling
- Developed policies and procedures for library's monitor department
- Developed procedure for handling children left after library has closed
- Revised policies, procedures, and applications for library's meeting room
- Serve customers during events at the Hampton Roads Convention Center

### **Professional Experiences**

2003-present	City of Hampton 311 Call Center, Hampton, VA Team Leader
2005-06	Hampton Roads Convention Center, Hampton, VA Ticket taker and Concession
1999-2003	City of Hampton 311 Call Center, Hampton, VA Customer Advocate
2000	Hecht's Department Store, Hampton, VA Sales Associate – Children's Department
1997	Sears Department Store, Hampton, VA Sales Associate – Men's Department
1994-1999	Hampton Public Library, Hampton, VA Library Assistant - Circulation Department
1984-1993	Virginia Specialty Stores, Newport News, VA Distribution Center Supervisor

### **Education**

2003-06	Bachelor of Arts Diploma, Saint Leo University, Langley Campus, LAFB, VA
2000-01	University of Phoenix, Phoenix, AZ Major: Business Management
1996	Thomas Nelson Community College, Hampton, VA Major: Business Management
1981	High School Diploma

### **Committees**

311 Call Center Policies and Procedure Committee  
Customer Service Week Committee

### **Awards**

Voted by peers: Customer Service Award – All Around Advocate

### **Reference**

Available upon request.