

CHANISE ROBERSON

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PROFILE

Dedicated and results-driven Volunteer Services Coordinator with over 10 years of experience in public relations, community outreach, and strategic marketing. Recognized for a strong work ethic, excellent interpersonal skills, and a friendly demeanor that fosters positive relationships with diverse communities. Highly dependable and forward-thinking, adept at collaborating with teams and stakeholders to ensure proper communication and efficient execution of programs. Honored to leverage my expertise and passion for public service in support of Delaware Emergency Management Agency's mission.

TECHNICAL TRAINING & PROFESSIONAL SKILLS

- High proficiency in Adobe Photoshop, Microsoft Office, and Apple iWork
 - Self-driven, diligent, and responsible individual
 - Customer relationship management
 - Strong communication and presentation skills
 - Marketing
 - Outside sales
 - Mentoring
 - Events management
 - Training and workforce development
 - Advanced knowledge of the major social networks such as Instagram, TikTok, Twitter, and Meta
 - ServSafe
 - Effective Communication & Team Collaboration
 - Time Management & Organizational Skills
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EDUCATION

BioManufacturing — BioConnect DE, Newark, DE Jul. 2025
Certificate of Completion

Franklin Township High School, Somerset, NJ Jun. 2013
High School Diploma

ADDITIONAL CERTIFICATES

Forklift Certification
CPR & First Aid Certification

WORK EXPERIENCE

STATE OF DELAWARE (ACRO CORPORATION) Oct. 2024 – Present

VOLUNTEER SERVICES COORDINATOR

- Manage volunteer recruitment, trainings, and database for administrative purposes, volunteer tracking, deployments, and updates
- Maintain ongoing communications with volunteers through email, newsletters and print materials
- Maintain and grow volunteer base through community outreach, and promote the organization and public health awareness at community outreach events
- Develop and/or update corresponding plans, standard operation procedures and/or guidelines related to volunteers and/or volunteer management
- Collaborate with other planners on Public Health Emergency Preparedness (PHEP) Capabilities
- Participate in relevant trainings, workshops, exercises, seminars, webinars, and After-Action Reports (AARs).

ZIP CODE WILMINGTON
RECRUITMENT ASSISTANT

Mar. 2024 – Aug. 2024

- Develop and maintain strong professional relationships with community partners, educational institutions, and workforce programs statewide.
- Utilize online platforms and attend in-person events such as career fairs, workforce conferences, educational events, and community events to promote the client's program.
- Engage with diverse audiences through great written and verbal communication skills.
- Collaborate with the Candidate Recruiter to identify and engage potential candidates for the client's program.
- Provide support and assistance to candidates throughout the enrollment process.

EXPRESS EMPLOYMENT PROFESSIONALS

Jun. 2023 – Mar. 2024

BUSINESS DEVELOPER

- Identify and qualify potential business leads
- Make daily sales visits, outbound calls and emails to introduce Express staffing services to prospects
- Create an organized system to follow up with prospects who have shown interest but have not yet decided.
- Monitor and report on key metrics, track and report on your sales activities

COMMUNITY INTEGRATED SERVICES

Jun. 2022 – Apr. 2023

TRANSITION DEVELOPMENT SPECIALIST

- Coordinated community explorations and coached students at their current internships and employment sites
- Assisted the youth with disabilities in securing internships and paid employment within the community, and strengthened employer relationships through networking
- Provided support to students within internships/jobs within the community
- Completed weekly case notes on the clients, as well as completing monthly progress reports of each of their growth within the internships

PEACE BY PIECE, INC.

Sept. 2020 – Mar. 2021

PEER SUPPORT SPECIALIST

- Facilitated daily groups with the clients who have experienced addiction, mental health, recidivism, and/or homelessness
- Gave daily tasks and activities to help with the clients' grow process towards healthier living
- Assisted the clients with helping them find new employment
- Supported the clients by any means with communication and general support

LIBERTY TAX SERVICE

Nov. 2019 – Mar. 2020

MARKETING COORDINATOR

- Complete business-to-business visits and develop relationships
- Promote Liberty Tax Service and execute person-to-person (P2P) marketing
- Schedule Tax Talks, roadside parties, and other events

CENTRAL DELAWARE HABITAT FOR HUMANITY (PUBLIC ALLIES DELAWARE – AMERICORPS)

Sept. 2018 – Jun. 2019

MARKETING & VOLUNTEER COORDINATOR

- Presented new marketing tactics, and strategic plans to promote business to the public
- Update social media platforms, create brochures/pamphlets (Adobe Photoshop), and provide customer service
- Contact volunteers and give guidance throughout their time of service
- Mentor students from Positive Outcomes Charter School

JAMROCK RESTAURANT & LOUNGE

Apr. 2014 – Apr. 2018

MARKETING ASSISTANT

- Created new ways to help promote business
 - Assisted management as needed
 - Produced flyers & posters with new, innovative marketing tactics
 - Introduced marketing techniques to attract all local demographics to the business
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