

Application Form

Profile

Tamarra _____ M _____ Royal _____
 First Name Middle Initial Last Name

 Email Address

 Home Address Suite or Apt

 City State Postal Code

What district do you live in? *

District 2

 Primary Phone Alternate Phone

Grieve Law LLC _____ Customer Service Representative _____
 Employer Job Title

Please look at the vacancy page before applying. Some Boards, Committees and Commissions have requirements that they are looking for in an applicant, such as specific skills or member types such as Adult or Student.

The Vacancy page can be found here:

[VACANCIES](#)

Which Boards would you like to apply for?

Commission for Persons with Disabilities: Submitted

Why are interested in joining this Board, Committee or Commission?

[Resume.docx](#) _____
 Upload a Resume

If you have issues uploading your resume, email it to Misty Richey at mrichey@wauwatosa.net

If you need to send your resume separately, complete the remainder of the application, save it, and we will submit both the application and resume for you.

Please tell us about yourself and why you want to serve.

As a mother of two children on the autism spectrum, my journey has given me both hope and firsthand insight into where our systems succeed—and where they fall short. My oldest son, now 29, attended East High School here in Wauwatosa and is currently excelling at Tufts University. Watching him grow into his potential has been incredibly rewarding and shows what is possible when the right support systems are in place. My younger son’s experience has been very different. Despite having an Early Intervention Plan and receiving early support, he struggled at Roosevelt Elementary. It became clear that the traditional school setting was not meeting his needs, which led me to make the difficult but necessary decision to begin homeschooling him in the second grade. That experience opened my eyes to the gaps that still exist in accessibility, communication, and individualized support for children with disabilities and their families. As a 15-year resident of Wauwatosa, this community has been home to my family through both of these journeys. Serving on the Commission for Persons with Disabilities would be a meaningful way for me to give back. I am also a recent graduate of Walden University with a degree in Communication, and I am currently pursuing my Master’s in Business Human Resource Management. My education has strengthened my ability to advocate effectively, communicate across diverse groups, and contribute thoughtfully to policy and decision-making discussions. I bring a perspective shaped by both success and struggle, and I believe that balance is important. I understand the impact that inclusive policies, strong communication, and accessible resources can have—not just on individuals with disabilities, but on entire families. My goal is to help build a community where every person, regardless of ability, feels supported and has the opportunity to thrive.

Demographics

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Date of Birth

Once you submit your application, check [here](#) for the Common Council agenda that has your appointment or reappointment. It may be possible that it will be on future agendas and not on the next upcoming meeting date agenda. This will be how you know if you have been appointed or reappointed.

TAMARRA M. ROYAL



OBJECTIVE

Customer service professional with 20+ years of high-volume call center, client support, and data accuracy experience, seeking to leverage strong communication skills, policy interpretation, and compassionate customer care to support ComPsych's mission in the Absence Customer Experience department. Currently a Spring 2026 Communications graduate candidate.

CORE STRENGTHS ALIGNED TO COMPSYCH

- High-volume call handling & issue resolution
- FMLA/ADA-related process experience (policy explanation, documentation, and intake)
- Strong attention to detail & data accuracy
- Confidentiality with sensitive information
- Empathy, professionalism, and active listening
- Multi-tasking & fast-paced environment performance
- Microsoft Office Suite & database proficiency
- Critical thinking & problem-solving

PROFESSIONAL EXPERIENCE

Intake Specialist/Call Center Customer Service Representative

Grieve Law – Brookfield, WI (Remote)

September 2024 – Present

- Manage high volumes of inbound client calls, serving as the first point of contact for individuals navigating legal processes—many involving sensitive or stressful circumstances, similar to FMLA/ADA leave situations.
- Collect, review, and accurately enter confidential case information into databases, maintaining 99%+ data accuracy and strict adherence to privacy requirements.
- Clearly explain next steps, expectations, and timelines to clients, using empathetic communication to reduce confusion and improve client experience.
- Coordinate consultations across multiple departments, prioritizing and organizing tasks to ensure timely follow-up.
- Maintain professionalism and emotional sensitivity when supporting callers experiencing distress.
- Routinely meet or exceed performance targets for call quality, attendance, schedule adherence, and client satisfaction.

Call Center Customer Service Representative (Temporary)

DentaQuest – Milwaukee, WI (Remote)

November 2020 – February 2022

- Assisted a high daily volume of members with benefit questions, claim issues, and coverage details, requiring policy interpretation similar to leave administration.
- Resolved escalated issues through proactive research, achieving a consistent 95% satisfaction rating.
- Educated callers on processes, requirements, and next steps to ensure accurate understanding and compliance.
- Demonstrated professional, calm, and empathetic support during emotionally charged or complex situations.

Personal Assistant / Dispatch / Customer Service Representative (Remote)

Unique Family Transportation – Milwaukee, WI

January 2013 – April 2017

- Managed an average of 50+ calls, emails, and faxes daily, prioritizing time-sensitive requests and documenting all interactions.
- Maintained accurate records, logged transportation routes, and completed payroll and compliance checks.
- Delivered clear, professional communication while assisting callers with service updates, schedules, and issue resolution.

EDUCATION

Bachelor of Science in Communications – Coursework

Walden University – Minneapolis, MN

Currently Attending | 3.5 GPA

Spring 2026 Graduate Candidate

TECHNICAL SKILLS

Microsoft Office Suite • CRM & Case Management Systems • Data Entry • Policy/Process Documentation • Email & Call Management Systems