

Application Form

Profile

Robert

First Name

D

Middle
Initial

Heller

Last Name

What district do you live in? *

District 3

[Redacted]

Primary Phone

Alternate Phone

Hart Park Square

Employer

Community Resource
Director

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?

Senior Commission: Submitted

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

[Robert_Heller_-_Resume.doc](#)

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.

I am currently the Community Resource Directory at Hart Park Square Senior Living Community, and I simply love what I do. As part of my regular duties, I have already been attending the committee meetings and not only enjoyed attending but I am learning quite a bit. Now I want to participate and help the committee and our seniors at this level.

Demographics

Some boards, committees and commissions require membership to be racially, politically or geographically proportionate to the general public. The following information helps track our recruitment and diversity efforts.

Ethnicity *

[REDACTED]

Gender *

[REDACTED]

Sexual Orientation *

[REDACTED]

[REDACTED] _____
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.

Professional Summary

Dynamic and results-driven professional with over 25 years of experience in management and logistics, seeking to leverage extensive leadership, strategic planning, and operational expertise in a Sales and Marketing Director role within the senior living industry. Proven track record in optimizing processes, enhancing customer satisfaction, and driving revenue growth. Adept at building and leading high-performing teams, developing innovative marketing strategies, and fostering strong relationships with stakeholders.

Core Skills:

- Strategic planning and Execution.
- Consultative account management skills resulting in increased sales, customer retention
- Team leadership and development
- Effective presentations skills - individually and in groups
- Customer relationship management
- Budget management and cost control
- Cross-functional collaboration

Customer Service Manager – Tax Air Inc. November 2021 – Present

Manage, monitor, and coach the Customer Care team ensuring prompt, courteous and accurate information is disseminated to our customers. Primary responsibilities include:

- Led a team of 7 in managing logistics call center ensuring timely and cost-effective delivery of goods and services.
- Primary contact for customers in need of supplemental assistance related to their transportation needs, customer retention and related customer issues.
- Collaborated with cross-functional teams to streamline processes and enhance overall performance.
- Developed and implemented strategic plans to improve operational efficiency, resulting in increased customer satisfaction.

Operations Manager - Medspeed LLC (May 2010 – March 2021)

Manage and facilitate the transportation of pharmaceuticals, critical supplies, and specialized medical equipment throughout the medical environment. Point of contact for Advocate/Aurora and Ascension Healthcare partners, developing long-term partnerships and growing long-lasting business relationships. Developed trust and gained confidence by striving to become partners in the healthcare industry.

- Built and maintained strong relationships with leadership, physicians, clinic leaders, pharmacy teams and purchasers.
- Monitored, maintained and improved the level of service provided to healthcare customers by analyzing and measuring key performance indicators.
- Identified, communicated, and acted on opportunities for process improvement and productivity leading to greater sales.

- Managed and implemented new services.

Midwest Airlines - Manager National Sales – Air Cargo, (03/2004-02/2009)

Drive all sales and marketing for Midwest Airlines - Air Cargo. Driver of business-to-business sales, the development of sales strategies and goals, seeks out and cultivates new growth opportunities to generate additional revenue by expanding core customers. Initiate, maintain and grow corporate accounts through targeted marketing, in person presentations and visits.

- Achieved and exceeded sales goals five consecutive years.
- Grew sales each year by 20% - 5 consecutive years!
- Sought and attained new revenue streams by searching for new customers,
- Sought and attained new revenue streams by searching for new customers in existing facilities and identifying new markets.
- Meticulous record and documentation of customer contact and business requirements .

EDUCATION

University of Wisconsin Madison

Bachelor of Science - Education

LEADERSHIP EDUCATION AND TEAMS

Certificate of Achievement in Lean Six Sigma – Villanova University

Diversity Awareness, Managing Change, EEOC compliance and numerous other courses.

Chairperson – Midwest Airlines Safety and Training Committees

Ground Security Coordinator – Midwest Airlines