

Application Form

Profile

Prefix _____ First Name Joyce Middle Initial M Last Name Sampson-franklin Suffix _____

myrtlestreet530@gmail.com
Email Address

530 Myrtle Street
Home Address Suite or Apt _____

Harrisonburg City State VA Postal Code 22802

How many years have you been a resident of Harrisonburg?

40

Mobile: (434) 941-8558 Primary Phone Alternate Phone _____

Merck Employer Job Title Operation Manager

Demographics - (Submission of this information if voluntary and will not subject you to any adverse treatment should you chose to not complete)

Ethnicity

African American

Gender

Female

What is your age?

50+ years old

Are you reapplying for a current position you hold? *

No

Which Boards would you like to apply for?

Harrisonburg Redevelopment and Housing Authority (HRHA): Eligible

Interests & Experiences

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

Why are you interested in serving on a board or commission?

I am interested in serving on the Harrisonburg Redevelopment and Housing Authority because safe, stable housing is the foundation of a healthy community. I know firsthand because I grew up living in housing redevelopment as a kid. That experience has showed me how deeply housing decisions impact families , stability, and opportunity. This aligns with my core values on helping others by service my community, especially low-income families and women. I would bring a community -centered perspective , strong listening skills ,and a strong commitment to fairness and transparency. I'd be honored to help contribute to solutions that support dignity and long- term stability for the community of Harrisonburg.

What other interests or concerns do you have regarding the community?

I'm concerned about the growing number of people experiencing homelessness in Harrisonburg. I believe this reflects a deeper issues like the lack of affordable housing, limited access to support services and rising living cost. As the city continues to grow. It's important to make sure longtime residents aren't pushed out and there is enough safe, affordable options for families. I also have a deep interest in healthy lifestyle. expanding job opportunities that pay a living wage especially for young people and low-income residents, this could strengthen the local economy.

What relevant experience or education do you have to this board or commission?

I graduated from Radford University with a degree in Political Science, and I bring over 40 years of experience in management and working with people. My career has given me a 360-degree view of supply chain, distribution, retail and logistics management, which means I understand how complex systems work and how to make them run efficiently while keeping people's needs in mind. I am also the founder of Just One Women's Circle which has strengthened my skills in community building, leadership, and supporting others. Together, these experiences give me a practical, people-focused perspectives that I can bring to the board.

Please list any past or present community involvement e.g. City Council, Boards and Commissions, Citizen Academy, etc. in Harrisonburg or elsewhere:

No past or current involvement at this time

[Joyce_Sampson-Franklin_Resume.docx](#)

Upload a Resume

EPSAC Applicants only

Bike/Pedestrian Subcommittee Applicants only

Joyce S. Franklin
345 Smoketree Lane
Cell 434-941-8558
Myrtlestreet530@gmail.com

Objective:

To obtain a challenging position with a dynamic company that will allow me to contribute to company growth and make significant contributions to bottom line results.

Areas of Expertise:

- Customer focused strategic thinking, timely decisions, effective team builder
- Highly organized with ability to prioritize, delegate, and direct wide range of work assignments
- Proficient in Oracle, Microsoft Office
- Extensive experience in managing inventory for national retail store
- Proven track record in customer service and direct sales
- Understands and follows policies, works with integrity

Professional Experience:

Operation Manager

Merck, Elkton, VA 2020-Present

- Manage union operator's performance to ensure completion of assignments
- Lead start up meeting and communicated daily goals
- Ensure training, time and attendance is completed
- Focus on safety/ work with Maintenance to resolve issues
- Communicate staffing need with manager
- Review SOP and batch sheet for accuracy and ensure correction are completed timely
- Keeping track of schedule to ensure on time delivery to production area
- Building partnership with union

Operation Manager

J. Crew, Lynchburg, VA 2019- 2020

- Monitor staff levels to ensure flow of merchandise through the DC
- Coordinate the daily processing of departments under direct reports
- Assist in budget development
- Manage communication with traffic, planning, distribution, merchandising, and production
- Monitor budget and payroll
- Handle associate relations
- Identify coach, train, and promote associate supervisors and managerial potential
- Contribute cost saving ideas on continuous basis

Sales Specialist

Coach, Charlottesville, VA 2017- 2018

- Develop product knowledge and stay aware of current collections.
- Achieve goals through sales strategies and clienteling.
- Building relationships with new and existing customers.
- Always maintain merchandise standards and build brand awareness
- Assisting team with sales support when needed and establishing relationship with customers

Supply Chain Leader: Processing /Packaging /Staffing

Frito-Lay, Lynchburg, VA. 2015- 2019

- Lead team of operators to ensure quality, performance, cost service and safety.

- Implement new or improve supply chain process.
- Motivate team members to achieve performance targets.
- Administer/ensure quality procedures are followed.
- Leading the waste reduction team.
- Awarded Resource of the period 4 times.
- Conduct phone screens and interviewing qualified team members.
- Lead staffing specialist to ensure the responsibility for staffing.
- Partner with HR to hire talents for Packing and Warehouse team.
- Working/ meeting with HR to discuss staffing needs.
- Support new team members with LMS system.
- Manage the flow of goods from raw material to final product.
- Ensure plant is making enough products to meet customer demand.

Operational Supervisor / Quality Supervisor
Marshalls, Bridgewater, Va. 2013-2015

- Lead, direct, train, and manage performance of merchandise controllers and quality control.
- Oversee and manage daily responsibilities relating to Distribution Center.
- Ensure all inventory is properly documented and accounted for.
- Increase speed to market to meet customer needs and drive profitable sales.
- Ensure quality standards are being met according to company policy.
- Communicate with senior management to provide input on needs to the DC.
- Train new employees and ensure they understand work processes.
- Create and ensure a safe working environment.
- Focus on process to achieve KPI goals.
- Meet production plans and improve flow of goods in key business areas to maximize sales.
- Leading manager meeting to drive customers sales.
- Train distribution staff on the store procedures

Merchandise Manager
T.J Maxx, Lynchburg, Va. 1998-2013

- District/Regional trainer — merchandise, sales, customer service, auditor, and operations.
- Coached training and development staff and conducted ongoing follow up to ensure optimum customer service.
- Worked to resolve issues with store employees and customers.
- Monitored and evaluated staff productivity to ensure sales goals met.
- Inspired co-workers with organization's vision and culture.
- Utilized team-building strategies including coaching and constructive feedback.
- Continuously worked to build T.J. Maxx into a more profitable, higher-volume store.
- Conducted management training in merchandising and monitored visual standards of store merchandise and displays.
- Leading store visits and walk through for leadership.
- Staying up to date on Partnered with Loss Prevention on any concerns
- Work with team members to ensure products are given effective promotional attention.

Operational Manager
T.J Maxx, Lynchburg, Va. 1998-2013

- Developed and evaluated associates' work schedules, incorporating payroll guidelines.
- Managed/provided ongoing supervision regarding the completion of Human Resources requirements.
- Managed time and attendance reporting and ensured payroll completed.
- Conducted performance appraisals and ongoing counseling.
- Led recruiting, interviewing, hiring, and development training of new hires.
- Experience in leading new store openings training
- Conducted layaway, human resources, and store audits.

Education

Radford University, Radford, Va.
B.S., Political Science

Dear name of hiring official:

I am interested in exploring a challenging position within your prestigious company. My enclosed resume details my experience in sales and customer service.

As my resume indicates, I have attained extensive knowledge in a professional business setting. I also have comprehensive experience in a people-oriented environment. I have acquired more than 10 years of professional experience involving cross-functional coordination and resolution of complex quality and technical issues with little supervision and worked my way into management. I have excellent interpersonal skills and communications skills along with the ability to multitask and support direction of business systems.

I am confident I can prove myself as a significant asset. While my resume is as comprehensive as possible it can in no way convey my full level of experience. For this reason, I would welcome the opportunity to interview with you, to further discuss how my background may be of value in your department and company. Your consideration and time are appreciated. I look forward to meeting with you soon.

Best Regards,

Joyce S. Franklin

References:

Chrissy Brooks
3100 Brookshire Drive
Harrisonburg, Virginia 22801
540-560-5155
Email: Brookschrissy@gmail.com

Cindy Barlow
2713 Lazenbury Road
Bedford Virginia 24523
540-797-2105
Email: cynthiabarlow21557@yahoo.com

Tim Blassingame
465 Cherokee Drive
Christiansburg, Virginia 24073
Email: TimB@vawd.uscourts.gov