



Relentless Pursuit Private Investigations

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LICENSE #27732

May 16, 2017

ACKNOWLEDGEMENT:

I, Bob Garner, am not a party in the above referenced action and have personal knowledge of the following facts, such that, if called to testify, could and would do so competently.

SOURCE:

Glenn Wilson (Glenn Wilson Law Offices) contracted with Relentless Pursuit Private Investigations (#27732) to investigate job availability as defined in the below Focus of Investigation.

FOCUS OF INVESTIGATION:

Jobs currently posted and available at minimum wage or greater, requiring only basic life skills, and requiring none to minimal experience. Geographical area is within or in close proximity to Fresno City and/or Clovis City, California.

EXPERIENCE & TRAINING OF INVESTIGATOR BOB GARNER:

Retired sworn police officer (Fresno City Police Department) and licensed private investigator (California) #27732. Bob is the Owner & Qualified Manager of Relentless Pursuit Private Investigations.

INVESTIGATION:

Based on the resources and information available, the following was discovered during this investigation and is true, complete, and accurate to the best of this investigator's knowledge.

All jobs included in this report have been determined to be legitimate and credible employment opportunities.

THIS REPORT INCLUDES 5 PAGES + EXHIBITS

DATES OF SEARCH: On or about May 16, 2017

SOURCES OF SEARCH: Fresno Bee Newspaper; Craig's List; Career Builders; Indeed; Simply Hired

SEARCH CRITERIA (includes various combinations of): No experience; entry level; full-time; Fresno, CA; Clovis, CA; within 5 miles; postings within the past 30 days; miscellaneous jobs; food; beverage; hospitality; retail; traditional job; exclude recruiters.

JOBS AVAILABLE:

Title/description: Uber Driver
Pay: Minimum wage+
Company: Uber
Contact information: Apply online – Fresno, CA
Exhibit #1

Title/description: Security Officer
Pay: Minimum wage+
Company: Civic Center Square
Contact information: 559-485-1150 (fax) or apply online – Fresno, CA
Exhibit #2

Title/description: Outside/Route Sales
Pay: Minimum wage+
Company: Mac Tools
Contact information: Apply online – Fresno, CA
Exhibit #3

Title/description: Flex Officer (shopping mall)
Pay: Minimum wage+
Company: Allied Universal
Contact information: 866-825-5433 – or apply online – Fresno, CA
Exhibit #4

Title/description: Restaurant Team Member
Pay: Minimum wage+
Company: Chipotle Mexican Grill
Contact information: 3520 N. Blackstone Ave, Fresno, CA 93726
Exhibit #5

Title/description: Barista
Pay: Minimum wage+
Company: Starbucks
Contact information: 790 W. Palmdon Dr, Fresno, CA 93704
Exhibit #6

Title/description: Mailroom Coordinator
Pay: Minimum wage+
Company: Sierra HR Partners (The Raisin Administrative Committee)
Contact information: Apply online – Fresno, CA
Exhibit #7

Title/description: Customer Service Representative
Pay: Minimum wage+
Company: Tupelo Furniture Market
Contact information: Apply online – Fresno, CA
Exhibit #8

Title/description: RV Warranty Clerk
Pay: Minimum wage+
Company: Paul Evert's RV Country
Contact information: Apply online – Fresno, CA
Exhibit #9

Title/description: Receptionist/Office Assistant
Pay: Minimum wage+
Company: Amec Foster Wheeler
Contact information: Apply online – Fresno, CA
Exhibit #10

Title/description: Receiving Clerk
Pay: Minimum wage+
Company: BevMo
Contact information: 7639 N. Blackstone Ave, Fresno, CA 93720
559-431-2626
Exhibit #11

Title/description: Janitor
Pay: Minimum wage+
Company: Goodwill Service Connection
Contact information: Apply online – Fresno, CA
Exhibit #12

Title/description: Storeroom Attendant
Pay: Minimum wage+
Company: E&J Gallo Winery
Contact information: Apply online – Fresno, CA
Exhibit #13

Title/description: Store Associate
Pay: Minimum wage+
Company: Express (Fashion Fair)
Contact information: Apply online – Fresno, CA
Exhibit #14

Title/description: Specialist Office Support
Pay: Minimum wage+
Company: Dycora Transitional Health & Living
Contact information: Apply online – Fresno, CA
Exhibit #15

Title/description: Parts Clerk
Pay: Minimum wage+
Company: SkyWest Airlines
Contact information: Apply online – Fresno, CA
Exhibit #16

Title/description: Warehouse Worker/Delivery Driver
Pay: Minimum wage+
Company: MedSupply
Contact information: Apply online – Fresno, CA
Exhibit #17

Title/description: Stock Associate (Merchandiser)
Pay: Minimum wage+
Company: Total Wine & More
Contact information: 7925 N. Blackstone Ave, Fresno, CA
Exhibit #18

Title/description: Customer Service Representative
Pay: Minimum wage+
Company: Aetna
Contact information: Apply online – Fresno, CA
Exhibit #19

Title/description: Customer Service Representative
Pay: Minimum wage+
Company: Fresno Coin Gallery
Contact information: Apply online – Fresno, CA
Exhibit #20

CONCLUSION:

Based on my experience and training and the results of this investigation, this report was compiled for Glenn Wilson according to the above Focus of Investigation.

DISPOSITION:

A copy of this report with all exhibits was provided to Glenn Wilson.

All supporting documents are on file with Relentless Pursuit Private Investigations.

This investigator can testify to the results of this investigation.

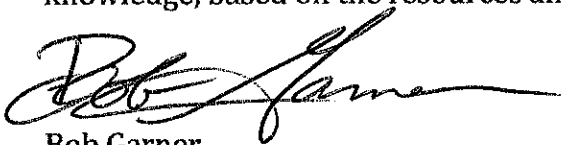
EXHIBITS:

Attached.

None of the exhibits have been altered and all are in their original state.

SWORN STATEMENT:

I swear under penalty of perjury that the foregoing was discovered during this investigation and is true, complete, and accurate to the best of this investigator's knowledge, based on the resources and information available.



Bob Garner
Owner & Qualified Manager

5/16/17

Date



Part-Time Uber Driver Partner

Uber • Fresno, CA

Posted 20 days ago

Job Snapshot

Full-Time/Part-Time
Transportation, Travel, Other Great Industries
Transportation, Entry Level, Other

Job Description

Uber Driver (Part time / Full Time)

WHO WE ARE:

Do you work from home? Want to earn extra income during down time? Drive with Uber and get paid weekly in fares by helping our community of riders get around town. As a driving partner with Uber, you can earn cash on your schedule while working from home. The more you drive, the more you can earn. It's simple and perfect for those looking for work from home, part-time, seasonal, work from home, entry level, temporary, or any type of job opportunities.

WHAT YOU NEED TO KNOW:

- Earn Great Money: The more you drive, the more you earn. Even if you have a full-time job you can drive part-time and earn extra income
- Flexible Schedule: Make your own schedule as a contractor – any time day or night.
- Getting Started is Easy: Signing up is quick & easy – no experience required!
- Get Paid Instantly: With access to Instant Pay, cash out your earnings up to five times a day with no minimum amount required.

Job Requirements

Uber Driver: Work From Home

REQUIREMENTS:

- You're at least 21 years old
- You have a 4-door vehicle
- You have a driver's license and insurance
- You're friendly and excited to earn money on your schedule!

Job ID: Uber_42617_75

Help us improve CareerBuilder by providing feedback about this job: Report this Job.

CAREERBUILDER TIP

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SECURITY OFFICER

Civic Center Square • Fresno, CA

Posted 11 hours ago

Job Snapshot

Full-Time

Real Estate - Property Mgt

Other

Relocation - No

Job Description

FULL TIME permanent Security position that requires dynamic customer service skills, flexibility, a desire to work hard on a team to achieve the overall goal and continued success of the company, and a positive attitude. Apply in Person at: Civic Center Square, 906 N Street, Suite 200, Fresno, California 93721 The right candidate will enjoy diversity in their day to day job, have excellent work ethic, be willing to help in all areas as needed, have a positive "can do" attitude, and love working with people! Day Shifts - officers rotate on call for after hours response in emergency. Shifts may vary based on need. FULL TIME. Benefits include: Vacation Accrual, Holiday Pay, Optional Health/Dental/Vision Insurance, Optional Supplemental Insurance packages - all after 90 day introductory period. Minimal Requirements Include:

- Customer Service Experienced
- Must be at least 18 years of age or older.
- No criminal convictions.
- Must have a current California State Guard Card or ability to obtain within 90 days of employment.
- Neat, professional appearance.
- Ability to handle typical and emergency situations in a calm, professional manner resulting in minimal disturbance to the people working and visiting our locations. OVERTIME IS OFTEN REQUIRED Typical Shifts Rotate: 6am - 3pm and 9:30 a.m. - 6:30 p.m.

Source - The Fresno Bee

Job Requirements

Please refer to the Job Description to view the requirements for this job

Job ID: C7E33B0E0c93d1B2E7ynn1811AD1

Help us improve CareerBuilder by providing feedback about this job: Report this Job.

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Feedback

BE YOUR OWN BOSS™

Routes Available Nationwide - Full Training

MA TOOLS
GREAT TO WORK FOR

Outside Sales / Route Sales – Automotive Tools, Full Training

Mac Tools • Fresno, CA

Posted 28 days ago

Job Snapshot

Full-Time

Automotive - Motor Vehicles - Parts, Retail, Sales - Marketing

Automotive, Business Opportunity, Construction

Job Description

Position: Outside Sales / Route Sales – Automotive Tools, Full Training

Company: Mac Tools

Description: Automotive technician tools & equipment route sales

Mac Tools doesn't just offer a job. Our company provides opportunities for fulfilling careers where you can build their own businesses selling our world-class automotive tools to automotive professionals. Imagine running your own mobile tool store, on a protected route, selling one of the most recognizable & respected brands in the world. We are always looking for great people to be part of the driving force behind Mac Tools and contribute to the ongoing success of our mobile distribution model.

Mac Tools is a worldwide supplier of automotive repair tools and is part of Stanley Black & Decker, one of the largest tool companies in the world. Founded in 1938, Mac Tools is an international business with Distributors and Franchisees in the United States, Canada, Europe and Japan.

Mac Tools® has the power of Stanley Black & Decker Inc behind us, allowing us to be stronger than ever. With a product line in excess of 42,000 items, Mac has the right tools for every automotive technician. Mac Tools® has a focus on innovative, first-to-market automotive tools that are exclusive to and only available on a Mac Tools® Truck. Also, you will have access to great brands such as Dewalt®, Stanley Vidmar®, Proto®, Lista®, Cribmaster® and more!

WE CURRENTLY HAVE A LOCAL ROUTE AVAILABLE.

WE GIVE YOU THE TOOLS TO RUN A SUCCESSFUL BUSINESS:

- Your own route within protected territory of approx. 325 customers
- No Experience necessary, we offer comprehensive training
- Your Mac Tools truck, which will become your own personal mobile tool store
- Initial inventory of top-selling, high-transaction tools
- Mobile business software to operate your business
- 100% Financing for Qualified Candidates
- Working capital to help your business grow
- The power of Stanley Black & Decker behind us
- National marketing support
- Monthly flyers and promotions to help grow your business
- Ongoing field support, training & mentoring

NO EXPERIENCE NECESSARY

You don't need an automotive tools background to be a high-performing franchisee. People from all walks-of-life have found success with the Mac Tools brand!

Job Requirements

COMPREHENSIVE TRAINING & SUPPORT

The Mac Tools training program consists of classroom and field-based training to ensure that you have all the tools you need to establish and run a successful business. Although you operate an independent business, you're far from being alone. You'll have one of the most extensive support systems in the industry with an ongoing training and support.

AWARD WINNING

#1 New Franchise 2014-2016
#3 Fastest Growing Franchise 2015
Top 100 Franchise 2017
**Entrepreneur Magazine*

OVER 75 YEARS OF KNOWLEDGE

Mac Tools® has been operating in mobile tool distribution for over 75 years, creating a well-established brand with a long history. In this time, we have refined the model to help you be successful as a franchisee. Additionally, Mac Tools® has the power of Stanley Black & Decker Inc. behind us, allowing us to be stronger than ever.

LOW START UP COST

Mac Tools franchises have lower start-up costs than many other franchise opportunities. With our low start-up costs, we offer a variety of options to fit your unique financial needs. We offer up to 100% financing for qualified individuals.

DISCOVERY DAY WITH MAC TOOLS

Find out what it's like to be your own boss. We invite you to participate in a Discovery Day with an already successful Mac Tools franchise owner so that you can learn more about the mobile tool business. These events will help you to experience the business and learn about the full potential of the opportunity. There is no cost or obligation to participate in a Discovery Day.

VETERANS PROGRAM

Our Veterans Program offers vets or their spouse discounts of up to \$10,000 off their starting tool inventory for a Mac Tools franchise. The International Franchise Association has recognized this incentive as part the Veterans Transition Franchise Initiative (VetFran).

So what are you waiting for? If you've always aspired to run your own business and be a part of one of the leading mobile tool companies in the industry, then you owe it to yourself to learn more today!

Mac Tools®, a division of Stanley Black & Decker Inc.
505 N Cleveland Ave.
Westerville, Ohio 43082

The offer of a franchise can only be made through the delivery of a Franchise Disclosure Document. Certain jurisdictions require registration prior to the offer or sale of a franchise. We do not offer franchises in jurisdictions where we are not registered (or exempt from registration)

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Mac Tools

Mac Tools® has the power of Stanley Black & Decker Inc behind us, allowing us to be stronger than ever. Our product line has the right tools for every technician from tool boxes and hand tools to a full range of power tools and diagnostics. Mac Tools® has a focus on innovative, first-to-market tools that are exclusive to and only available on a Mac Tools® Truck.

Contact Info

- Fresno, CA

Flex Officer needed in Mall Environment

Allied Universal • Fresno, CA

Posted 8 days ago

Job Snapshot

Full-Time
Degree - High School
Other Great Industries
Other

Job Description

Overview:

Allied Universal provides unparalleled service, systems and solutions to the people and business of our communities, and is North America's leading security services provider. Allied Universal, North America's leading security services provider, is experiencing tremendous growth. For all full-time positions, we offer medical, dental, vision, flex spending, 401K, an anniversary bonus, and an on-the-spot recognition program. We promote from within our company! You can start with little, to no, security experience and become one of Allied Universal's many success stories.

Apply to join the LARGEST SECURITY COMPANY in the United States!

Job Description:

Allied Universal Services is currently searching for **Professional Retail Security Officer positions**.

At Allied Universal, quality starts and ends with our Professional Security Officer. It's the professionalism, competence and commitment that make the difference. At Allied Universal, the Retail Security Officer serves and secures the merchants, patrons, and employees of the centers they serve.

Key Responsibilities:

Feedback

- Patrol facility and/or perform fixed-post duties as instructed
- Serve as a general security presence and visible deterrent to crime and client rule infractions
 - Detect suspicious activities and watch for criminal acts or client rule infractions at or near assigned post which may be a threat to the property, client or employees at the site
 - Report all incidents, accidents and/or medical emergencies
 - Follows procedures to respond to emergencies and alarms, such as medical incident or bomb threats, or fire alarms or intrusion

Retail Security Officer Quality Standards:

- Comes to work well rested and alert; is on time and completes shift assignments (including overtime, if assigned)
- Has a neat, professional appearance and arrives at work dressed in complete and clean assigned uniform
- Has a friendly and professional demeanor and provides quality customer service
- Is a good communicator (both verbal and written) and is capable of handling typical and crisis situations both efficiently and effectively
- Must be assertive verbally and not shy away from intervention with large groups of juveniles or young adults. Must be able to detain individuals if necessary
- Understands and successfully executes his/her post orders including enforcement of client and company policies, rules and regulations
- Is physically able to undergo training and certification in pepper foam/spray and handcuffing and can carry out duties related to the same
- Must be able to successfully complete CPR, First Aid and AED training and certification
- Capable of physically detaining, restraining aggressive person(s) and/or performing self-defense

- May require a valid driver's license (without restrictions or medical conditions)
- May require operation of a Segway (Segway's have a 250 pound weight limit)

Physical and Mental Functions:

- Stand or walk constantly (for up to an entire shift) on various surfaces (tile, concrete, carpet);
- Climb stairs, ramps, or ladders occasionally during shift;
- Occasionally bend/twist at waist/knees/neck to perform various duties;
- Occasionally lift or carry up to 40 pounds;
- Run as needed;
- Constant use of both hands and arms in reaching/handling/grasping/fingering while using phone, notepad, writing reports, and other administrative tasks;
- Constant use of eyes (correctable vision to normal level required) to observe, read, interact with public and co-workers, view security monitors; includes hand/eye coordination;
- Work in various environments including adverse outdoor conditions such as cold, rain or heat;
- Constant mental alertness and attention to detail required while setting priorities and following up on assignments.

Feedback

Qualifications/Requirements:

Qualified applicants for the **Professional Retail Security Officer** position will meet the minimum requirements, as described below:

- High school diploma or equivalent required;
- At least 21 years of age;
- Must possess effective written and oral communication skills;
- Effectual interpersonal skills across all levels of personnel and the general public in a professional manner; must be able to use initiative and independent judgment within established guidelines;
- Must be able to frequently prepare written reports and logs in neat, legible handwriting; may require computer skills;
- Must be able to read and understand all operating procedures and instructions;
- Must be able to obtain a valid Guard License as required in the state for which you are applying;
- As a condition of employment, employee must successfully complete a background investigation and a post-offer/pre-employment drug/alcohol test;
- As a condition of continued employment, employee must maintain current active status of all required License at all times, and must carry the license at all times while on duty;
- Must display exceptional customer service and communication skills;
- Remain flexible to ever changing environments; adapt well to different situations;
- Intermediate computer skills to utilize innovative, wireless technology at client specific sites;
- Ability to maintain satisfactory attendance and punctuality standard;
- Neat and professional appearance;
- Ability to provide quality customer service;
- Ability to handle both common and crisis situations at the client site, calmly and efficiently;
- Read, understand and clearly speak English; constantly use speech and hearing (correctable to normal level required) in communicating with public/co-workers, giving and receiving instructions, using phones;
- Must be able to handle pressure of working with high volume general public (constantly to occasionally depending on assignment);

Feedback

Closing:

Allied Universal provides unparalleled service, systems and solutions to the people and business of our communities, and is North America's leading security services provider. With over 140,000 employees, Allied Universal delivers high-quality, tailored solutions, which allows clients to focus on their core business. For more information: 866.825.5433 or www.AUS.com.

We proudly support the Veteran Jobs Mission, a group of over 200 companies that have committed to collectively hiring a total of one million military veterans.

EOE/Minorities/Females/Vet/Disability

Allied Universal Services is an Equal Opportunity Employer committed to hiring a diverse workforce.

Job ID: 2017-121324

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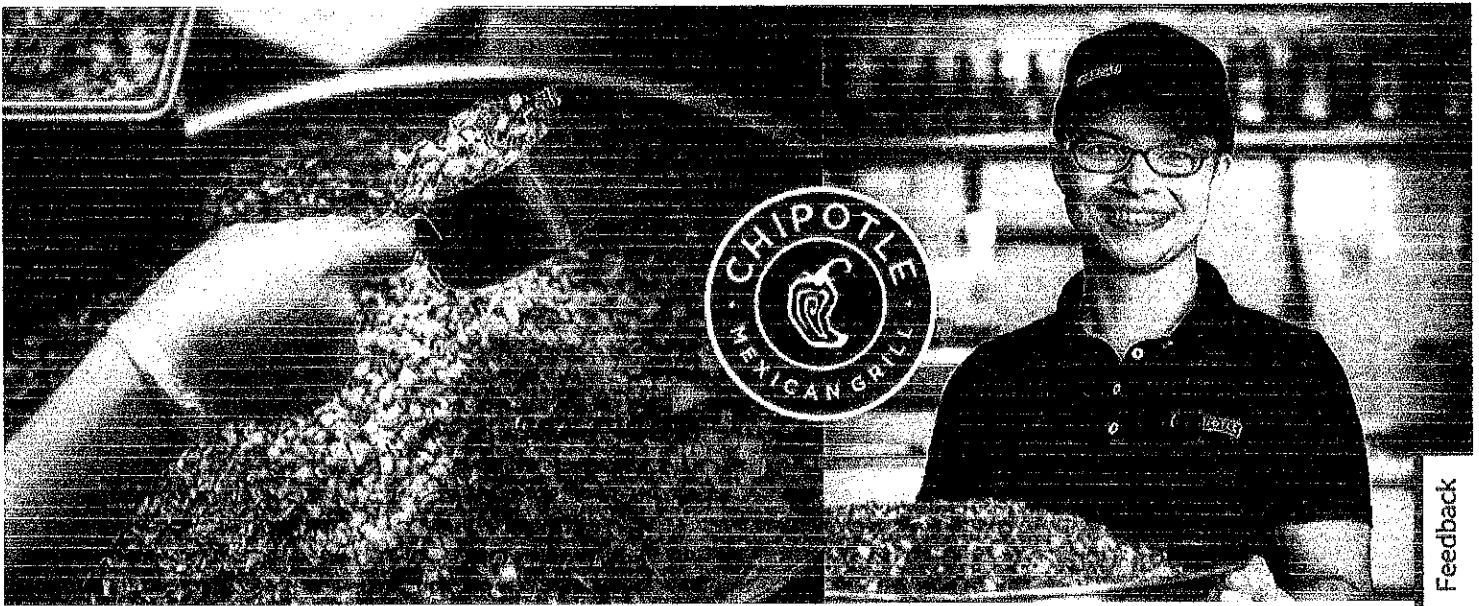
Feedback

Allied Universal

Allied Universal provides unparalleled service, systems and solutions to the people and business of our communities, and is North America's leading security services provider. With over 140,000 employees, Allied Universal delivers high-quality, tailored solutions, which allows clients to focus on their core business. For more information: 866.825.5433 or www.AUS.com.

Contact Info

- Fresno, CA



New Restaurant Opening in Fresno - Now Hiring Restaurant Team Members

Chipotle Mexican Grill • Fresno, CA

Posted 16 days ago

Job Snapshot

Full-Time
Restaurant, Food, Retail
Restaurant - Food Service

Job Description

New Restaurant Opening in Fresno - Now Hiring Restaurant Team Members (17010341)

Description

Building the perfect burrito - and having fun doing it - is the first step to building your career at Chipotle. Sharpen your customer-service and teamwork skills, learn to make great food and get ready to grow. Whether you have experience as a cashier, server, cook, prep cook, dishwasher, housekeeper, bartender or no experience at all, this could be the opportunity to develop into a restaurant manager position. We can offer part time or full time schedules depending on what you are looking for and the needs of the restaurant. We promote most of our managers from within and are looking for that next generation of leaders to apply now.

Our Crew members take pride in preparing and serving Chipotle's delicious food. They know that in order to do this right, they need a clean and organized work area. By consistently following the proper recipes and procedures, and adhering to Chipotle's high standards regarding food preparation, cleaning and sanitation, teamwork and customer service, they help to ensure that the Chipotle customer experience is always the best it can be. Crew members get to learn about and work at a variety of stations: Tortilla, Salsa, Prep, Grill, Expo, and Take-Out. In each area they're greeting and interacting with Chipotle's customers directly, making their meals, while portioning out the ingredients to our standards. Crew members' responsibilities require them to be on their feet working while clocked in, unless on break. If they are not busy, they are expected to take on tasks they see that need to get done, and pitch in to help their teammates.

In addition to following Chipotle's policies and procedures, principal responsibilities include, but are not limited to:

Food Prep

- Following recipes accurately and maintaining food preparation processes such as cooking, marinating, seasoning, and grilling meats; chopping herbs; dicing, cutting, and slicing vegetables
- Completing hot and cold food preparation assignment accurately, neatly, and in a timely fashion
- Preparing food throughout the day as needed, anticipating and reacting to customer volume
- Maintaining appropriate portion control and consistently monitoring food levels on the line
- Maintaining proper food handling, safety, and sanitation standards while preparing and cooking food

Customer Experience

- Providing friendly, quality customer service to each Chipotle customer
- Working toward understanding and articulating Food With Integrity

Miscellaneous

- Consistently and accurately using prep sheets, Road Maps, cleanliness list, and station checklists
- Following Chipotle sanitation standards including washing cookware and utensils throughout the day
- Cleaning equipment, as assigned, thoroughly and in a timely fashion according to Chipotle sanitation guideline

The ideal candidate will:

- Have the ability to develop positive working relationships with all restaurant employees and work as part of a team by helping others as needed or requested
- Have the ability to speak clearly and listen attentively to guests and other employees
- Have the ability to maintain a professional appearance at all times and display a positive and enthusiastic approach to all assignments
- Be able to exhibit a cheerful and helpful attitude, and provide exceptional customer service
- Be able to adapt to changing customer volume levels with a sense of urgency
- Have the ability to demonstrate a complete understanding of the menu
- Be able to follow instructions for recipes and sanitation guidelines
- Have the ability to be cross-trained in all areas of the kitchen and line
- Have the ability to communicate in the primary language(s) of the work location

At Chipotle we don't have multiple job titles for our entry level employees but all of our crew will play the role of dishwasher, cashier, server, host, bartender, cook, prep cook, etc. so be prepared to learn a lot and work hard if you join the team. Most of the jobs that we are hiring for are entry level positions. If you are interested in interviewing for a restaurant general manager or assistant restaurant manager position and have previous restaurant management experience you can search our careers page for more opportunities as we may have some of those positions available. Most of these management positions are filled internally but there are some exceptions.

Primary Location: California - Fresno - 2892 - Manchester Mall-(02892)

Work Location:

2892 - Manchester Mall-(02892)
3520 N Blackstone Ave, Ste 102
Fresno 93726

Job ID: 17010341

Help us improve CareerBuilder by providing feedback about this job: Report this Job.

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Chipotle Mexican Grill

When Chipotle first opened, the idea was simple: show that food served fast doesn't have to be a "fast food" experience. We use high-quality ingredients and classic cooking methods, and provide an exceptional customer experience—features that are more frequently found in the world of fine dining. As a fast-growing company, we're always looking for new people to join our team. We provide real opportunity for advancement and a fun, exciting work environment.

Contact Info

- 3520 North Blackstone Avenue
Fresno, CA 93726

EXHIBIT #6



TEAVANA®

evolution
FRESH.

LA BOULANGE
Bakery & Pastry
Breads & Pastries

Seattle's Best
Coffee®

TAZO®

We are excited you are interested in opportunities at Starbucks! This site works best in Chrome, Firefox, Safari or Internet Explorer 9 or higher.

Welcome. You are not signed in.

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Job Description

barista - Store# 09291, PALM & HERNDON

Brand: Starbucks Coffee Company

Location: Palm & Herndon, Fresno (Store# 09291) 790 W. Palmdon Dr Fresno 93704

Job Summary and Mission

This position contributes to Starbucks success by providing legendary customer service to all customers. This job creates the Starbucks Experience for our customers by providing customers with prompt service, quality beverages and products, and maintaining a clean and comfortable store environment. Models and acts in accordance with Starbucks guiding principles.

Summary of Key Responsibilities

- Responsibilities and essential job functions include but are not limited to the following:
- Acts with integrity, honesty and knowledge that promote the culture, values and mission of Starbucks.
- Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- Anticipates customer and store needs by constantly evaluating environment and customers for cues.
- Communicates information to manager so that the team can respond as necessary to create the Third Place environment during each shift.
- Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer. Discovers and responds to customer needs.
- Follows Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Maintains a clean and organized workspace so that partners can locate resources and product as needed.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products.
- Recognizes and reinforces individual and team accomplishments by using existing organizational methods.
- Maintains regular and punctual attendance

Summary of Experience

- No previous experience required

Basic Qualifications

- Maintain regular and consistent attendance and punctuality, with or without reasonable accommodation
- Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
- Meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety and security, with or without reasonable accommodation
- Engage with and understand our customers, including discovering and responding to customer needs through clear and pleasant communication
- Prepare food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients
- Available to perform many different tasks within the store during each shift

Required Knowledge, Skills and Abilities

- Ability to learn quickly
- Ability to understand and carry out oral and written instructions and request clarification when needed
- Strong interpersonal skills
- Ability to work as part of a team
- Ability to build relationships

Starbucks and its brands are an equal opportunity employer of all qualified individuals, including minorities, women, veterans & individuals with disabilities. Starbucks will consider for employment qualified applicants with criminal histories in a manner consistent with all federal, state, and local ordinances.

Job Number: 170012013

Apply

Add to My Jobs



SHARE



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[Privacy Statement](#)

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Starbucks is an equal opportunity employer of all qualified individuals, including minorities, women, veterans & individuals with disabilities

Starbucks Corporation is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at 206-318-0660 or via email at applicantaccommodation@starbucks.com.

EXHIBIT # 7

what

Fresno, CA

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Mailroom Coordinator

Sierra HR Partners - Fresno, CA 93721

The Raisin Administrative Committee (RAC) has an immediate opening for a Mailroom Coordinator.

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Responsibilities may include, but are not limited to:

- Handling timely processing of all outgoing and incoming mail, shipments of raisin samples and maintenance of related forms and equipment;
- Providing accurate mailing lists/labels;
- Preparing materials for meetings;
- Maintaining inventory of office supplies;
- Logging all incoming checks;
- Providing general support to the administrative staff for Operations/Human Resources.

The ideal candidate will have a high school diploma or equivalent with a minimum of 1 year general office support experience. Must have solid work ethic and be able to multi-task under deadline pressure. Must be computer proficient (MS Office), have general knowledge of postal requirements and basic knowledge of maintaining and operating office equipment. Valid California driver's license and automobile insurance required.

Position offers competitive salary DOE plus full benefits package.

Apply online through Sierra HR Partners before May 31, 2017.

Equal opportunity employer.

processing mail, shipping, maintaining records and equipment, preparing mailing lists/labels, administrative support, office support, inventory management, logging checks, Microsoft Office, general knowledge of postal requirements, valid California driver's license, automobile insurance
4 hours ago - save job - original job

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Please review all application instructions before applying to Sierra HR Partners.

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EXHIBIT #8

Fresno, CA

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Customer Service Representative

Tupelo Furniture Market

2 reviews - Fresno, CA

Your Impact

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Tupelo Furniture Market

2 reviews

Our customer service representatives are a very important part of our family. You will be the eyes and ears for our team, fielding customer inquiries and finding innovative ways to respond. Working in a collaborative and engaging environment, you will have the chance to interact with people from all walks of life and no two days will be the same. As you continue to grow and challenge yourself, you will discover your potential can take you anywhere you want to go.

Your Responsibilities

- Handle and carefully respond to all customer inquiries
- Provide excellent customer service through active listening
- Work with confidential customer information and treat it sensitively
- Aim to resolve issues on the first call by being proactive
- Appropriately communicate with customers

What We're Looking for

- 1-year Customer service experience minimum
- Over 18 years of age
- Ability to type 25 wpm
- High School Graduate or GED
- Comfort with desktop computer system
- Proven oral written communication skills

What We Prefer

- 6 months Call Center experience
- Logical problem-solving skills
- Availability to work various shifts
- Ability to use Windows operating systems
- Organization and work prioritization skills

Being One of Our People

It is our mission to always provide an environment for our employees that promotes happiness from the inside out. When you work with us, you are valued and inspired to learn, to teach, and to grow. We want you to come to work motivated to and proud to be on our team. That's why we continually invest in creating outstanding work experiences and endless development opportunities. We want you to be and feel at your best, always.

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Please review all application instructions before applying to Tupelo Furniture Market.

Apply Now

what

Fresno, CA

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RV Warranty Clerk

Paul Evert's RV Country

2 reviews -

Fresno, CA 93725

Full-time, Commission

Job Description

Follow

Get job updates from Paul
Evert's RV Country

Paul Evert's RV Country

2 reviews

Top RV Dealer needs a warranty clerk with some experience in handling all details of warranty repairs in an RV, Automotive, or Marine setting. Duties include working closely with manufacturers to get approvals through processing the claims once the work is completed. Good organizational skills and attention to detail are a must. Great pay, benefits, & work environment.

Job responsibilities include, but are not limited to:

Create warranty work orders for deficiencies discovered during RV prep and subsequent customer work order repair needs.

Obtain Warranty pre-authorization for each job line, documenting approved time and interacting with the technicians should a job be thought to exceed approved time.

Dispatch work orders, in cooperation with other internal writers, to appropriate technician.

Input technician labor on a daily basis.

Ensure that technicians are properly documenting their repairs, taking require photos for warranty, requesting P&A at the parts counter for needed parts.

Verify repairs are completed in a workmanlike fashion in conjunction with the Quality Control Coordinator.

Return completed work orders to the Warranty Department upon completion of repairs.

Complete other duties as assigned by the Service Manager.

This position is 8:00am-5:00pm, with an hour lunch period. Seasonal demands may require Saturday hours, as determined by the Service Manager.

Education and/or Experience

High school diploma or GED; One year of dealership warehouse experience, warranty processing, service experience and/or training are all a plus; Candidates with an equivalent combination of education and experience will also be considered.

Compensation

Compensation is hourly, plus commission.

Benefits

Benefits include medical and dental insurance, vision, 401K retirement savings plan, vacation time, holidays, company paid continuing education and training. Our company maintains a strong policy of equal employment opportunity for all associates. We hire, train, promote and compensate associates on the basis of personal and professional competence and potential for advancement without regard for race, color, religion, sex, national origin, age, marital

status, disability or citizenship, as well as other classifications protected by applicable federal, state or local laws.

About our Dealership

Paul Evert's RV is a growing company that is looking for quality individuals to join our team of professional employees. Our company has grown over the past 51 years from a few employees to over 250 today with nine locations in: Fresno & Indio, CA; Coburg OR; Fife, Milton, & Mt. Vernon, WA; Laughlin, NV; Bullhead City, Flagstaff, & Mesa, AZ. We value our employees and recognize that they are our greatest assets. As we continue to grow, we are looking for career minded, goal driven individuals that are willing to work hard and accept the challenge of the opportunity.

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Please review all application instructions before applying to Paul Evert's RV Country.

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Help Wanted

The Painted Table - Fresno, CA

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Call Center Representative

Colonial - Fresno, CA

4 days ago

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EXHIBIT #10

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Receptionist / Office Assistant

Requisition ID	2017-17734	Work Location	US-CA-Fresno
Department / Discipline	Administration/Secretarial/Support Staff	Additional Work Location	..
Position Type	Staff / Permanent		

Job Description

Overview / Responsibilities

Amec Foster Wheeler Environment & Infrastructure is currently seeking a **Receptionist / Office Assistant** to join our team in Fresno, CA.

Key Responsibilities

- Answer and screen telephone calls, handling inquiries or directing them to the appropriate information source
- Open and distribute mail coordinate overnight deliveries
- Process payable invoices daily
- Assist with report production and distribution
- Coordinate processing of monthly client invoices
- Maintain records and files in hard copy and / or automated data base format
- Handle routine maintenance requests / complaints or coordinates with more senior level administrative personnel for more complex requests / complaints involving janitorial, electrical, etc.
- Order and maintain office supplies
- May assist with procurement input
- May type and proofread basic memoranda, reports, letters, charts, graphs and e-mail messages using word processing, spreadsheet, and data management applications
- May check data tables, with oversight
- May assist / coordinate moving and storage of office furniture and equipment; may set-up conference / training rooms for meetings
- Make meeting and travel arrangements if required
- Handle routine inquiries and information requests
- Ensure office supplies are adequate and equipment is in proper working order
- Perform general office duties as requested
- Routine, but extensive contact with employees, clients, subcontractors, vendors and service personnel
- Other duties as assigned

Skills / Qualifications

- High School Diploma or equivalent
- Familiar with word processing and spreadsheet software packages (Microsoft Word and Excel)
- Ability to use a personal computer
- If the job requires solo work assignments outside the office, then a valid driver's license is required
- Ability to operate common office equipment (photocopying, facsimile, transmittal, telephone call director, etc.)
- Some ability to proofread and typing speed 30 wpm may be required
- Ability to become familiar with company, office group and policies and procedures
- Ability to work under pressure or deadlines and handle multiple priorities
- Ability to handle confidential and sensitive information in an appropriate manner
- Professional appearance and courteous manner
- Attention to detail
- Professional communication skills

Diversity Statement

We are an equal opportunity employer that recognises the value of a diverse workforce. All suitably qualified applicants will receive consideration for employment on the basis of objective criteria and without regard to the following (which is a non-exhaustive list): race, colour, age, religion, gender, national origin, disability, sexual orientation, gender identity, protected veteran status, or other characteristics in accordance with the relevant governing laws.

Apply Now

Receiving Clerk

EXHIBIT #11

Location: Fresno, CA (7639 N. Blackstone Avenue)

Job Description

General summary:

The Receiving Clerk is responsible for managing the receiving of Direct Store Deliveries (DSD) product; as well as managing the computer inventory management process. They act as part of the store management team and assists the Store Manager in the daily running of the store when needed.

Major Duties and Responsibilities:

- Consistently creates a welcoming environment for the customer by greeting and assisting; as well as quickly responding to customer inquiries and needs
- Responsible for deliveries or pickups of product, including moving products within and outside of store
- Follows all policies and procedures regarding receiving of merchandise, vendor involvement, and invoice processing
- Assists in the execution of all Merchandise Calendars, campaigns, and sales promotions
- Ensure all pricing, signage, and display is correct at all times
- Responsible for controlling inventory stock levels and reordering as necessary within budget
- Enforces all company policies and procedures, including health, safety, and security
- Manages and controls shrink
- Demonstrates desired behaviors for staff including driving sales, handling difficult and/or complicated sales, cash management, inventory, and follow-up with customers
- Assists Store Manager in providing a strong leadership presence and control in store, while ensuring that all customers receive good service and quality merchandise
- Utilizes company tools to diagnose opportunities and develops action plans to improve performance
- Regularly communicates with Store Manager to discuss strengths, opportunities, and trends in business
- Maintains good working relationships with vendors
- Provides direction, support, and ongoing feedback to staff
- Leverages individual staff strengths, and creates developmental plans to prepare all level positions for future growth within the organization
- Ensures staff is trained and knowledgeable in both merchandise and operations
- Ensures company standards are met for store and associate appearance at all times

Requirements

Skills Required:

- Problem Solving & Decision Quality: Able to use rigorous logic and methods to solve problems with effective solutions
- Relationship Management: Able to build constructive and effective relationships
- Ability to influence at all levels, as well as a demonstrated ability to work effectively within a team and be assertive in driving successful management strategies
- Planning and Priority Setting: Demonstrate an ability to set objectives and goals and organize work appropriately to meet and exceed goals .Possess strong organizational and time management skills
- Demonstrates strong listening, written and oral communication skills

Qualifications:

- 1-3 years retail experience
- Strong verbal and written communications skills
- Must be an excellent organizer and problem solver with strong project management skills
- Possess strong interpersonal skills to communicate with confidence to both internal and external customers
- 15 system computer skills necessary

EXHIBIT #12

what

Fresno, CA

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Janitor

Goodwill Service Connection, Inc - Fresno, CA

Goodwill Service Connection, Inc. is currently seeking an energetic individual to join our team as a **full-time** Janitor. The ideal candidate for this position is detail-oriented. The Janitor will be responsible for cleaning offices, meeting rooms, restrooms, and public areas. Experience with waxing, and buffing linoleum and tile floors a plus.

Follow

Get job updates from Goodwill Service Connection, Inc

Excellent no-cost benefit plan with paid vacation and sick time.

M-F 9:00 pm-5:30 am Feb-June

M-F 6:00 pm-2:30 am July-January

MINIMUM REQUIREMENTS

Education Required: High school education or accredited GED equivalent.

Experience Required : Six months janitorial experience or completed janitorial training program.

ADDITIONAL REQUIREMENTS

Must be able to pass government background investigation.

We are a drug free workplace. EOE

Job Type: Full-time

Job Location:

- Fresno, CA

Required education:

- High school or equivalent

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Please review all application instructions before applying to Goodwill Service Connection, Inc.

Apply Now

Other jobs you may like**Janitor (Fresno) (Part-Time)**

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Janitor

The Salvation Army Western USA - Fresno, CA

10 days ago

Janitor (Fresno) (Weekend Only)

Janitorial Inc. - Fresno, CA

8 days ago

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EXHIBIT #13

EMAIL SIMILAR JOBS TO ME

Storeroom Attendant

Location: Fresno, CA, US, 93727

APPLY NOW ▼

Why E. & J. Gallo Winery?

E. & J. Gallo Winery was founded by two entrepreneurs—Ernest and Julio Gallo with a vision to democratize wine in the United States becoming the largest winery in the world. This spirit continues today, where Gallo offers opportunities where we value innovation, collaboration, and creative thinking.

As a Storeroom Attendant, you are responsible for material handling, inventory and receiving new parts. You are a valuable resource regarding our material and the transportation of this material to our various locations. Your customer service skills are second to none and you are friendly and professional, building relationships with key customers .

What You Will Do

Material Handling:

- Operate computer based inventory and purchasing systems
- Perform inventory picking and staging, replenishing and cycle- counting to maintain accurate inventory levels
- Enter appropriate data into hand held, RF inventory scanners when required

Customer Service:

- Provide timely and best in class customer service to the MRO Storeroom and visitors

What You Need

- High school diploma or GED from an accredited institution plus 1 year of material handling and storeroom experience
- Ability to navigate ladders up to 20 feet high
- Capability to lift 50 pounds and relocate product in a twisting motion
- Required to work weekends, rotating shift and overtime
- Valid driver's license

What Will Set You Apart

- High school diploma or GED plus 3 years of material handling and storeroom experience
- Skilled in the use of MS Word, MS Excel, MS Outlook or JDE

Gallo does not sponsor for employment based visas for this position now or in the future.

To view a full job description, please click [here](#).

Req. ID: 36743

#LI-DNP

OPE001

Equal Opportunity Employer

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Job Number
2954463_2954463

Job Location
California / Fresno

Function
Hourly Associates/Co-Managers,Store Associates

JOB DESCRIPTION

Express Store Associates

A Brand That's What's Now

Express is the sexy, sophisticated lifestyle fashion brand for every occasion: work, weekends, or nights on the town. Our brand is what's new and what's now for young fashion-forward men and women. We have more than 600 retail and outlet stores throughout the United States, Puerto Rico, and Canada, as well as franchise stores in Latin America. We also have a best-in-class online/mobile shopping experience at www.express.com that allows our customers to shop whenever and wherever they like.

A Workplace To Match

We think you'll like it here.

We offer a competitive compensation and benefits package, generous associate discount, casual work environment, and the opportunity to connect and engage with some of the smartest, most passionate individuals in the fashion business. We're always looking for talented leaders at all levels to join our team; if this sounds like you, we'd love to chat!

Position Overviews

Co-Manager - Responsible for assisting Store Manager in attracting, hiring, training and developing all levels of Associates including: Sales Associates, Stylists and Stock Experts. The Co-Manager assists the store team in meeting all financial and statistical goals while managing one or more Division of Responsibility (DOR), which include:

- Brand - drives the visual execution of the store (floorsets) according to company standards.
- Talent - recruits, staffs, and manages the stores talent schedules. Delivers Orientation and ongoing education for Associates.
- Capability - manages store stockroom processes, merchandise flow activities, and coaches to help reduce shrink in the store.

Sales Leader - Responsible for leading sales floor coverage while maintaining a selling focus in the absence of store management. Develops, coaches, and motivates sales Associates to provide an exceptional customer experience.

Stylist - Exceeds customer expectations by providing a personalized fitting room experience. Demonstrate strategic selling techniques such as fitting room wardrobing and personalized merchandise selections. Provides advanced knowledge of current fashion trends and Express product. Maximizes the fitting room experience, while driving sales and creating an elevated customer experience.

Stock Expert - Exceeds customer expectations by leveraging merchandise flow efficiencies to ensure product is available and easy to shop. Ensures merchandise is processed according to UPH standards. Ensures new product is placed appropriately on the sales floor once it arrives and has been processed.

Sales Associate - Responsible for providing an exceptional customer experience through offering assistance when needed, ensuring product is on the floor and sized appropriately, and all customers have a quick and efficient cash wrap experience. Additional tasks include stocking, cleaning, and folding merchandise.

As an equal opportunity employer, Express does not discriminate in hiring or terms and conditions of employment on the basis of any federal, state, or locally protected class. Express only hires individuals authorized for employment in the United States.



where strength
inspires hope

TEST - 6197 Specialist Office Support 3

Fresno, CA (<http://maps.google.com/maps?q=Fresno+CA>)

[Apply \(/Recruiting/jobs/Apply/7010\)](#)

Description

As a Office Support Specialist 3 at Dycora, you'll work closely with leadership in many different departments, providing meaningful and vital support. Your administrative and clerical work will meaningfully support a variety of office functions and help to ensure smooth and efficient operations. All this you'll do with a smile to help promote positive relationships with residents, visitors and regulators. That's because you know your expansive work as a Office Support Specialist 3 will facilitate our mission of providing an extraordinary experience for our patients and delivering the highest quality care.

We're seeking a qualified individual who is compassionate, a multi-tasker and ready to collaborate with leadership to change lives. The right person will be experienced and come to work with a positive attitude every day. Ideal Office Support Specialist 3 candidates should also have:

- Performs general office duties included but not limited to filing, copying, faxing, etc.
- Maintains records using an established filing system
- Sort and distribute mail as appropriate
- Greets and processes department visitors

Requirements

- High School diploma or equivalent
- 2 years office experience
- Proficient with MS office computer tools
- Must be capable of maintaining regular attendance
- Ability to file in alpha order
- Detail oriented
- Ability to multi-task and handle competing priorities
- Good oral and written communication skills
- Must be able to maintain confidentiality regarding patient and company proprietary information

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EXHIBIT #16

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Parts Clerk

Pacific Daylight Time

Requisition ID	2017-3548	Job Locations	US-CA-FRESNO
Posted Date	5/12/2017	Category	Maintenance
Minimum Hiring Range	..	Close Date	5/26/2017

More information about this job:

Primary Job Duties:

SkyWest Airlines, the largest independently owned regional airline, is currently in search of individuals who take pride in seeing a job done well. We pride ourselves in being an on-time airline and are seeking dedicated individuals that understand a deadline-driven environment, while also maintaining high quality standards of operational safety and customer service. As a SkyWest employee, you will be part of an exciting team of professionals that love working in the travel industry and sharing their enthusiasm with the passengers. From the seasoned traveler to the first time flier, we want to make it a great experience.

As a Parts Clerk, you will be responsible for keeping parts inventory on hand to support our mechanics.

Primary Job Duties:

- Warehouse/Stockroom Inventory Cycle Counts
- Utilize internal computer program to issue, return, process parts/tooling from stock
- Drive Company Vehicle to Airport Gates for COMAT/AOG and Roadtrips
- Verify, Pull and Prepare Shipments/Receipts
- Data Entry including but not limited to: Emails, Inventory Counts, Creating Requisitions
- Operate Forklift to load and unload shipments
- Sweep, Mop and keep up with the organization of the warehouse/stockrooms
- Other responsibilities assigned by manager

Minimum Requirements:

- Be at least 18 years old or older
- Knowledge of airline parts preferred but not necessary
- Team player - work well with others
- Self-motivated - be able to work without supervision
- Detail oriented / quick learner
- Computer knowledge helpful
- Work under pressure
- Ability to evaluate and solve problems
- Must be in good standing with the company
- Must possess valid driver's license
- Must have a High School Diploma or GED
- Must pass a background check

Physical and Other Requirements:

- Must be able to lift 60 pounds routinely, with or without a reasonable accommodation
- Flexible - schedule is subject to change
- Must be able to work holidays, nights and weekends

Please complete the on-line application. Qualified applicants will be contacted.

This position will require the selected candidate to travel outside the station for training - in addition to the completion of their new hire onboarding.

This job posting may have an additional video interview (Green Job) requirement. Please monitor your email and junk folder for additional instructions.

Options:

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what

EXHIBIT #17

Fresno, CA

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city, state, or zip

Warehouse Worker/Delivery Driver

MedSupply - Fresno, CA 93727

Seeking organized candidate to handle warehouse duties and some driving for a growing Medical Device Company.

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MedSupply

Candidate must be organized, hard working, team player and have good driving record.

Duties include: Shipping and receiving, organizing, stocking, deliveries and other duties.

Full time position from 8am - 5pm.

Required Experience: 6 months - 1 year

Job Type: Full-time

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Please review all application instructions before applying to MedSupply.

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Merchandise Stocking - Early AM

Michaels - Fresno, CA

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Parts Clerk

SkyWest Airlines - Fresno, CA

3 days ago

Warehouse Lead

Duncan Enterprises - Fresno, CA

28 days ago

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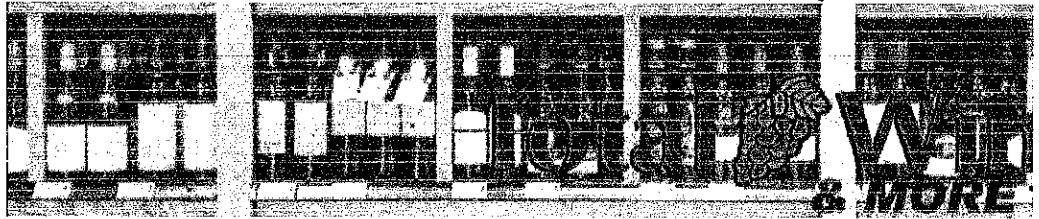
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7925 N Blackstone Ave., Fresno, CA 93720 USA

Stock Associate (Merchandiser)

POSITION HIGHLIGHTS

As a Stock Associate, you are responsible for ensuring freight is processed efficiently to maximize product inventory levels and for providing an exceptional customer service experience in the retail store. You will ensure that the store is well-stocked and clean in addition to maintaining organized overhead and back stock areas. While both part-time and full-time positions generally focus on floor merchandise and inventory standards, you may also be assigned at times to front end cashier and sales associate duties as necessary.

KEY RESPONSIBILITIES

- Deliver exceptional customer service by greeting and establishing a rapport with customers while informing them of our products and services
- Maintain aisles by following established sorting and stocking guidelines
- Complete freight process within designated timeframes while ensuring sorting area is safe and organized including unloading of truck trailers, loading of merchandise onto carts; distributing inventory to correct locations; pulling and stocking merchandise from back room and overheads
- Process inventory and proactively investigate/correct any discrepancies
- Open and stack cases and merchandise; break down boxes and bale cardboard
- Be familiar with and sharing Total Wine & More's product portfolio
- Ensure proper signage is in place and pricing is accurate; build displays and end caps; clean and maintain merchandise as appropriate
- Maintain store safety standards
- Ownership of store cleanliness and assist in maintaining standards on the sales floor, stock room, lockers, kitchen, bathroom, etc.

JOB REQUIREMENTS

Minimum Experience, Skills and Education:

- 21 years of age or older
- 1 year retail sales associate, merchandiser, or inventory specialist experience (including greeting customers, stocking, merchandising/managing inventory, and/or replenishment)
- Prior experience in a team environment requiring professional and effective communication skills
- Ability to work a flexible schedule as business requires, which may also depend on your preference for part-time or full-time hours
- Ability to use technology applicable to the position and access information necessary to complete daily responsibilities
- High School Diploma or equivalent

Preferred Experience, Skills and Education:

- Ability to handle multiple projects/tasks at a time and meet deadlines
- Strong interpersonal skills necessary for establishing customer and team relationships
- Ability to demonstrate a positive and engaging attitude and demeanor
- Desire to continually develop knowledge of product and services

PHYSICAL REQUIREMENTS (with or without accommodations):

- Ability to walk, bend down repeatedly, and be on feet for 10-12 hours a day
- Ability to climb ladders and lift 50 lbs. overhead and repeatedly

Drug Free Workplace

EOE

About Total Wine & More

Total Wine & More is America's Wine Superstore®—the country's largest independent retailer of fine wine. We started in 1991 when brothers David and Robert Irone opened two wine stores in Delaware. Today, our typical store carries more than 8,000 wines from every wine-producing region in the world. In addition, Total Wine & More carries more than 2,500 beers, from America's most popular beers to hard-to-find microbrews and imports, and more than 3,000 different spirits from every price range and category.

Our strength is our people. We are always looking for motivated, talented part-time and full-time team members who are interested in working for a company with entrepreneurial spirit and a passion for providing best-in-class customer service. Our retail stores and corporate office (called the Store Support Center) provide retail jobs with opportunity for career growth and advancement. Offering competitive compensation and comprehensive benefits for qualifying positions, we strive to ensure that all Team Members feel that they are a part of the business, as they are valuable resources to our customers, co-workers, and communities.

EXHIBIT # 19

Home (home.aspx?SID=^Z8YMI5UDpqCtQEckXKlwVlb5pt0n6Br2H3qIGcQH6YC36O1R36tLdDLtL1ICL4&pb=171034)

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openings (searchopenings.aspx?SID=^Z8YMI5UDpqCtQEckXKlwVlb5pt0n6Br2

Job details

Job 1 of 1

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Posting Job Title

Customer Service Rep

Job Group

Customer Service

EEO Statement

Aetna is an Equal Opportunity, Affirmative Action Employer

Req#

415846R

Primary Location

CA-Fresno

Locations

CA-Fresno

Percent of Travel Required

0 - 10%

Potential Telework Position

No

Full or Part Time

Full Time

Supervisory

No

Job Description

POSITION SUMMARY

Medicare member services provides proactive, caring service to our Medicare members. We are the advocates for our members.

Fundamental Components:

Medicare members services works with members telephonically to help them understand their health plans.

BACKGROUND/EXPERIENCE desired:

Customer service experience either telephonic or face to face.

EDUCATION

The highest level of education desired for candidates in this position is a High School diploma, G.E.D. or equivalent experience.

DESIRED SKILLS

Service/Handling Service Challenges/ADVANCED

Service/Providing Solutions to Constituent Needs/FOUNDATION

ADDITIONAL JOB INFORMATION

Aetna is about more than just doing a job. This is our opportunity to re-shape healthcare for America and across the globe. We are developing solutions we do will benefit generations to come.

We care about each other, our customers and our communities. We are inspired to make a difference, and we are committed to integrity and excellence.

Together we will empower people to live healthier lives.

Aetna is an equal opportunity & affirmative action employer. All qualified applicants will receive consideration for employment regardless of personal characteristics. We select and develop women, people of color, veterans and individuals with disabilities.

We are a company built on excellence. We have a culture that values growth, achievement and diversity and a workplace where your voice can be heard.

Benefit eligibility may vary by position. Click here (<http://www.aetna.com/about-aetna-insurance/document-library/careers/benefits-rates.pdf>) to learn more.

Aetna takes our candidate's data privacy seriously. At no time will any Aetna recruiter or employee request any financial or personal information (Social Security Number, etc.) from you via e-mail. Any requests for information will be discussed prior and will be conducted through a secure website provided by the recruiter.

Employment Type

Regular

Career Band Description

Business Support & Technical

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EXHIBIT #20

Fresno, CA

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Customer Service Representative

Fresno Coin Gallery - Fresno, CA

Fresno Coin Gallery, Jewelry, & Loan, Inc. (FCG) strives to provide a fun and rewarding place to work where individuals thrive as they achieve ever more demanding challenges. We create a healthy work environment, and promote integrity and hard work.

FCG is seeking a candidate who can provide excellent customer service to our customers while maintaining the values set forth by the ownership and management teams. The position of Customer Service Representative is responsible for, but not limited to:

- Assisting customers in a timely and professional manner,
- Evaluating items for loan or purchase,
- Accurate handling of cash and equivalents,
- Attention to detail,
- Knowledge and use of software programs and technology,
- Calculating quickly using the fundamentals of math,
- Communicating effectively, and
- Ability to excel in a fast-paced environment.

The candidate must be:

- Customer focused
- Motivated for success
- Detail oriented
- Punctual
- Team player
- Trustworthy
- Positive

Preferred attributes:

- Bi-lingual
- Jewelry knowledge

Job Type: Full-time

Required education:

- High school or equivalent

Required experience:

- Customer Service: 1 year

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