

City of London - Application for Appointment to a City of London Board or Commission

Application

Please choose the Board or Commission you are interested in serving on: **London Police Services Board**

Contact Information

Name: **Barbara Jovanovic**

City: **London**

Province: **ON**

Postal Code: **N6P 1C7**

Experience and Qualifications

1. Serving on the Police Services Board requires monthly, full-day meeting attendance; each meeting requires 4-6 hours of reading in advance. Can you describe your ability to participate and contribute this minimum amount of time monthly?:

I am able to fully participate and contribute this minimal amount of time monthly to the position on the London Police Services Board.

2. What skills, education, community involvement and/or experience (including lived experience) do you have that will assist you in a role on this specific board?:

I feel very qualified for this role with the London Police Services Board. With my over 30 years of business experience, my roles with different volunteer organizations and my role as Auxiliary Constable with the London Police Services for the past 10 years, I feel confident that I can work with the other Board Members.

3. If you have experience on a Board, Commission or Committee (in London or elsewhere), please provide the details. If you have not previously served on a Board, Commission or Committee, please describe why this appointment is of interest to you.:

While I only just recently became the Secretary of the Border Terrier Club of Ontario, it is a position which is proving to be very enjoyable. Having just retired from being an Auxiliary Constable with London Police Services, I have been able to get a glimpse of the day to day operations in many departments of the Services which I feel will prove beneficial in this role. Policing has always been of interest to me for the past 40 years, so being able to serve on the Police Services Board would be a pleasure for me. I do not shy away from hard work or commitment and I look forward to the opportunity of again serving my community.

4. We value the contributions of Londoners with diverse experiences and welcome applications from individuals who share our commitment to reconciliation, equity and inclusion. Please describe how your work, community or lived experience will enhance these efforts through Board and Committee work. (max. 3000 characters):

I feel that the system we are all a part of is a system that needs to see change. I also feel that change starts with each of us, and would like to help see positive change a part of the London Police Services Board. It is not enough to understand how a person arrived at the "place" they are today: we also need to use this insight to make better more compassionate decisions. Decisions that are better for them, for victims and for the community.

In my role on the Auxiliary I was the first point of contact with the public. On many occasions during my time with the Auxiliary, after conversing with members of the public, they were able to "see" a different side of policing and the people behind it. They could see that the view I presented was different and not at all like the one that they associated with from television or from a bad experience they may have heard about in

the news. Quite often this turning point was a result of that one conversation with us or a frontline worker I may have connected them with which allowed them to see that we are just people too. Perhaps it was by offering support to safe housing, peer support, or just lending an ear for a few minutes. The things that many of us take for granted.

I recognize as a minority in this community - as first born of immigrant parents, I recognize as LGBTQ and have a loving family with a beautiful 19 month old granddaughter.

I feel that all of my life experiences qualify me for the vacancy on The London Police Services Board

Attach resume or other document here (optional): **C191B04B-5D5E-4B43-8BF4-039B6B4AFD1C.jpeg**

Attach more files here, if needed: **21FAB548-C7A3-4341-BD14-85275081EAC8.jpeg**

Confirmations

I declare the following: **I am at least 18 years old.; I am not a City employee or Council member.; I understand that my application and any attachments will be included on a public agenda that is published on the City website.**

To help inform our outreach activities, please tell us how you heard about this opportunity: (optional): **Other**

If you selected 'Other', please specify: **Indeed London**

Submitted on: **3/12/2023 1:56:17 PM**



March 13, 2023

To Whom it May Concern,

I am interested in being considered for the appointment to fill the vacancy on the London Police Services Board. I am retired and am seeking the opportunity to meet with you to demonstrate how I will utilize my employment experience to work as an exceptional member of the Police Services Board.

In my previous role, I was a small business owner, responsible for being accountable to my customers and my team. I always strived to provide an exceptional client interaction and execution on a consistent basis. I make logical decisions based on experience in the workplace and have gained valuable knowledge in customer experience, hiring, training & mentoring employees, scheduling while maintaining goals and wage cost, and managing overall store operations. For my team, I live transparency, and I make it my duty to create an environment that allows teammates to come to me for assistance with their daily activities that allows them to grow and be successful individually and as a team. I am a proven leader, determined to succeed by utilizing tools and resources available to me. My daily activities require me to show excellent judgment by ensuring all tasks are performed on time and completed with the highest degree of due diligence which is adhered to through the compliance of policy and procedures.

Being a multi-task oriented team member with an extensive background in the retail and customer service industry, customer and colleague communication, and leadership, I am adept in providing and supporting your exam to excel and grow together. I am able to analyze issues and propose appropriate solutions and will demonstrate my unwavering integrity. My strengths include a high level of performance, strong judgment skills, an experienced leader, and an effective mentor. I realize the need for consistency with a balanced approach on all levels pertaining to my job. I am always interested in extending my skill base in a challenging environment to allow for personal development and to promote a better work environment for my team.

It would be my pleasure to meet with you to discuss this opportunity and to have the possibility to demonstrate how I would be an asset to this vacancy.

Thank you for your time and consideration and I look forward to hearing from you.

Sincerely with warm regards,

Barbara Jovanovic

BARBARA JOVANOVIC
London, Ontario
N6P 1C7

HIGHLIGHTS OF QUALIFICATIONS

- Self-motivated, organized, responsible individual who is a creative, energetic problem solver
- Productive and efficient habits; able to work without supervision
- Leader that is people oriented and client focused - crates a work environment that is focused on the employee & customer experience
- Works well independently and in a team setting; ability to communicate effectively, work under pressure and multi-task
- Strong analytical and planning skills combined with the ability to coordinate the efforts of teammates to meet company goals
- Display excellent judgment by using and assessing all available informations to make decisions based on what is best for the customer and the business

PROFESSIONAL / PERSONAL EXPERIENCES & ACCOMPLISHMENTS

Medical Courier, part-time

2021-present

Lifelabs, London, Ontario

- Pickup specimen samples from clinics, hospitals and doctors offices and delivering them to the appropriate laboratories in an efficient manner while maintaining a focus on quality, safety and customer service
- Represent the Lifelabs brand with professionalism and integrity by providing a positive experience at every touch point
- Utilize Lifelabs technology to access and complete on-line readings and training

Owner / Operator, London, Ontario

1981-2019

Peter's Drive-In Cleaners Ltd., London, Ontario

- development of strong customer relations and communication skills as they essential to repeat business
- recruited, trained and mentored new hires & provided individual training/shadowing experience, supported by positive feedback and reinforcement
- consistently promoting a positive attitude
- trained in handling customer complaints by resolving concerns quickly and efficiently
- supply and inventory control