



TEAMWORK ...
*Working towards
a Brighter Future!*

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Oak Ridge Chapter
P. O. Box 7091
Oak Ridge, TN 37830

VISIONS

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SHERRY CRASS, CPS/CAP, EDITOR

A Personal Message from Your President

When I began writing this article, spring wasn't completely here. I'm hoping by the time you read it, it is! I'm sure I can speak for most of us when I say, "I AM READY." Spring is the time of year that everyone feels new and excited. From watching the flowers grow to the warmth of the air on my skin, I always feel more alive during spring. Right now, that's hard to imagine with a cast on my leg; but, I'm going to stay optimistic and know that things will look greener.

April brings exciting things for our chapter as well. April is the month that administrative assistants/secretaries are celebrated throughout the nation. So much has changed in the world of technology for the administrative support staff through the years, but work habits and ethics haven't changed. The administrative support staff work behind the

scenes keeping the office running smoothly by being organized, efficient, customer-friendly, and going the extra mile to do what is needed for the office and its managers.

On April 20, we will have our Administrative Professionals Week (APW) luncheon to show administrative assistants just how special they are. I hope you will be able to attend yourself and/or bring your administrative assistant and share in this luncheon event. More information regarding this event is contained in this newsletter.

Have a green filled month!



Rita Ayers, CPS

Rita 😊



Thanks to everyone in the Oak Ridge Chapter for your prayers, thoughts, cards, and emails. It really means a lot to me to have friends like you. I am very fortunate to have friends all over the country who are praying for me also. I have also received cards from other chapters and members. Thanks to you too.

I love you all,

Alice



Christine Bealer, CPS Earns Associates Degree

Congratulations, Christine, for earning your Associates Degree in December 2009 from Roane State Community College, graduating Summa Cum Laude (4.0).

Spring Cleaning and Earth Day

- ◆ On Earth Day, April 22, show your commitment to a clean environment by volunteering for a cleanup effort in your community or initiating a cleanup effort in your school, on your street, along roadsides, vacant lots, or other local areas. Remind your friends not to litter.
- ◆ Organize a recycling drive in your neighborhood or school. Collect bottles, glass, plastic, and newspapers and take them to your local recycling center.
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- ◆ Share the ride and the road. When going to work or school, try carpooling, biking, walking, or riding public transportation to reduce pollution.
- ◆ Check with local repair shops to see if they can use your old appliances for spare parts.
- ◆ Earth Day is also a good time to start your spring cleaning. Make sure you're properly maintaining home appliances and keeping them clean, which keeps them running at peak efficiency. This saves electricity, which conserves resources and reduces global warming. Remove lint and dust from your refrigerator coil and freezer. Clean up lint around your dryer, furnace, and any vents leading to or from them. Also, change or clean the filter in your air purifier or furnace.
- ◆ For spring cleaning chores, try to use nondisposable items such as mops and reusable rags or sponges. When using household cleaning products, be sure that you only use the amount you need and that you read and follow the manufacturer's directions for use and disposal.
- ◆ For spring lawns, remember all pesticides are toxic to some degree. Try spot-treating problem areas with pesticides, rather than treating the whole yard. Plant trees, shrubs, or other greenery to help reduce carbon dioxide in the air.

For more information on Earth Day, visit www.epa.gov/earthday and earthday.gov.

Submitted by Sherry Crass, CPS/CAP

Part-Time Work: A Possible Ticket to a Full-Time Position

In today's still-unstable employment environment, temporary work is one bright spot. Many companies cut staff too deeply during the downturn and need additional personnel to meet growing demand. But they're not yet ready to recruit for full-time staff. As a result, these organizations are turning to temporary professionals to maintain productivity and keep initiatives on track as business conditions—and the ability to hire full-time workers—slowly improve.

Companies also typically look to temporary workers first when filling full-time positions. That's because employers are familiar with these individuals' capabilities, work ethic and fit with the team.

Here are some tips for turning a temporary assignment into a full-time role:

1. **Partner with a staffing firm.** Reach out to your professional contacts for recommendations about staffing firms that specialize in your particular field. Recruiters are well connected in their local business communities and can serve as advocates for you when speaking with hiring managers. Many staffing firms also offer free training opportunities to help you build your skills and increase your marketability.
2. **Clearly state your goal.** Be upfront with staffing firms and potential

employers that you're ultimately looking for a full-time job. If they know that from the beginning, they may be able to place you in a role that has a better chance of leading to a full-time position.

3. **Treat it the same.** Once you have started an interim assignment, bring the same intensity to the job as you would a full-time position. Try to assimilate quickly to the organization's corporate culture and contribute immediately. Be sure to maintain a positive attitude. Employers will assess how well you handle constructive criticism, setbacks and other job-related challenges as part of your overall performance evaluation.
4. **Be yourself.** Managers want to see how well you'll fit in with the existing team. Be proactive in your participation. Use meetings as an opportunity to contribute and join coworkers in off-site events whenever possible. By expanding your connections within the company, you build rapport with others who may be in position to recommend you for a full-time role in the future.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide and offers online job search services at www.officeteam.com.

Avery Dennison Sponsoring April Chapter Meeting

"Business Solutions For Greater Productivity" is the theme of April's education workshop sponsored by the Oak Ridge Chapter, IAAP, Monday, April 12, at Roane State Community College in the City Room at 701 Briarcliff Avenue, Oak Ridge, Tennessee.

Presented by Bud Campbell, consumer specialist with Avery Dennison, *the workshop will address timesaving tips, image-enhancing ideas and cost-saving options. You will learn software and formatting solutions designed to*

help you put professional polish on your mailings in a few easy steps and make the most of your time (recertification point will be awarded).

To preregister for this event and receive free samples, contact Nancy Rasnake, CPS/CAP at 865-694-6585 or nrasnake@pstcc.edu.

Submitted by Rita Ayers, CPS

In Memory of Ellen Queener CPS

Ellen always took our newer members under her wing to help them acclimate to being a productive member of the Oak Ridge Chapter....and so it was with me. Ellen always took the time to explain the business of our Association to me, help me understand how important it was for me to grow and take a leadership role within the chapter, and try to set an example of excellence for others. Ellen gave me a magnet when I became president of the chapter in 1994-1995, which reads: "When you bring a glow to some other heart, you always light a candle in your own." (Helen Steiner Rice) She told me to always pass the torch on whenever I could. And that was her life's motto—she was always your advocate and encourager—to be a leader and help others grow. That is the legacy she leaves us all—pass the torch on.

Jean Norris, CPS/CAP



1994-1995 Oak Ridge Chapter Installation, pictured left to right: Jean Norris, CPS/CAP; Alice Wittmer, CPS; Donna Wilkerson, CPS; Brenda Stevens, CPS; Linda Spitzer, CPS; Ellen Queener, CPS; Vonda Holder, CPS; Pat Row, CPS/CAP; and Barbara Carter, CPS/CAP.

As I think back to the first time I met Ellen Queener, I remember her generosity and encouragement to a stranger. That stranger was me. We had never met before, and she was at the CPS testing center at Roane State to support anyone who was there to take the exam that day. She invited me to lunch; and, when I offered to pay for my meal, she simply said, 'do the same thing for someone else in the future.'

She never asked for anything in return but yet was always there with an encouraging word and advice for me. A couple of years ago, someone gave me a book of poems and prayers about friendship. The following poem reminds me of Ellen—it reminds me of so many of my IAAP family. Thank you for letting me share it with you.

Dear Heavenly Father: I'm humbled and honored that you entrusted to me this wonderful friend. What a delight she has been through the years; what an encourager, comforter, inspiration, and anchor for my soul. Lord, help me never to take our friendship for granted. You nurtured and blessed our relationship as we strived always to treat each other with respect and the care necessary for friends and friendships to thrive. It is my prayer that she always felt appreciated, valued, loved, and embraced. I asked that as you have blessed me and fulfilled so many needs in such a loving and generous manner, that you now bless all of my friends and give them the desires of their heart. Amen

Linda Spitzer, CPS

In Memory of Ellen Queener CPS

When you think of the Oak Ridge Chapter, you automatically think of Ellen Queener. Ellen represented the best of what an administrative professional should be. She always carried herself with dignity and grace and was always there to lend a helping hand. More importantly was the way she served and mentored the newer members of the chapter, encouraging them to take a leadership role and guiding them on ways to grow as a professional. Several years ago, I chaired the Administrative Professionals Week luncheon and worked with Ellen closely to ensure that everything was done correctly according to protocol. She was a wealth of knowledge about everything associated with IAAP. We will miss her not only for everything she offered to the association, but most importantly as a friend. A few years ago, I heard this poem; and it really touched my heart. As I read it again, I think of all those left behind in IAAP who will miss Ellen—but I also have an image of all those from IAAP waiting for her on the other side. Ellen, we love you; and you will always be a part of the Oak Ridge Chapter.

The Little Ship

I stood watching as the little ship sailed out to sea. The setting sun tinted her white sails with a golden light, and as she disappeared from sight a voice at my side whispered, "She is gone".

But the sea was a narrow one. On the farther shore a little band of friends had gathered to watch and wait in happy expectation. Suddenly they caught sight of the tiny sail and, at the very moment when my companion had whispered, "She is gone" a glad shout went up in joyous welcome, "Here she comes!"

Sherry Crass, CPS/CAP

As we all know, Ellen could be adamant about procedure, protocol and dress code—all of us probably learned a lot from her. She knew her role well and could be very stern when she thought she was right.



At one of my first Tennessee Division IAAP meetings, Ellen insisted that Herman walk me to my car. Being the independent person that I am, I didn't feel I needed anyone walking me to my car and argued a bit with her about it. Of course, she won; and Herman just smiled and said that we had better do what Ellen said.

The seemingly little things she did like calling Herman to pick up lunch and bring it to us during seminars, taking pictures and having additional copies made for individuals in them, hosting wine parties prior to banquets or evening meetings, etc., will be missed. Just thinking about our times together makes me realize how she enriched my life and helps me appreciate even more all she and Herman did over the years.

Ellen will be dearly missed by all who knew her.

Orpha Leitch Brink, CPS

Ellen was a blessing to our chapter. She was very passionate about helping others to achieve their goals. She was the luckiest person I knew; when names were drawn for door prizes, you could be sure hers would be one of them! She was our Chamber Representative as long as I can remember and was loved by all. We will miss her.

Rita Ayers, CPS

In Memory of Ellen Queener CPS



I meet Ellen at the Oak Ridge City Council meeting in April 2007. She was receiving the proclamation for the Oak Ridge Chapter. She spoke very highly of the chapter and IAAP and how they help administrative staff. I had

spoken to her and told her I was interested in learning more about IAAP and the Oak Ridge Chapter. We meet the following week. She spoke so highly of IAAP and the Oak Ridge Chapter that I was excited, and wanted to be part of something so exciting with such a support system. I joined the Oak Ridge Chapter in May 2007, and she was my sponsor.

Ellen always called and checked on me and made sure I understood everything that was going on in the chapter. Ellen was very excited that I was chairing the APW luncheon and was going to be my mentor for this event. She emailed me before she got sick and went into the hospital and told me she was very proud of how I had grown in the chapter. Even though she could not be there physically, she would be with me in spirit. Ellen, I will be forever grateful for the doors that you helped me open and the knowledge that you shared with me.

Daisy Mullins



Pictured left to right: Ellen Queener, CPS; Darlene Hickman, CPS; Bear Stephenson, Orpha Leitch Brink, CPS; and Melissa Martin CPS

I am so glad that I had the opportunity to know Ellen Queener CPS. She represented everything that IAAP stood for. She loved IAAP and IAAP loved her. She was a mentor to all IAAP members. When I served as chapter president, she was my parliamentarian. I don't know what I would have done without her. She was always giving me assistance in her soft voice. I probably would have sunk a few times if Ellen hadn't been there with her boat and a life jacket for me. You could always depend on Ellen to know the correct way to do things—if she didn't know the correct answer off the top of her head, she had the information at her fingertips. Everyone in IAAP will miss her, and I do mean everyone.

Brenda Stevens CPS



Pictured left to right: Nancy Rasnake, CPS/CAP; Becky Rickman CPS, Ellen Queener, CPS; and Melissa Martin, CPS

In Memory of Ellen Queener CPS

I met Ellen in 1998 on one of our trips to Tennessee looking for a new home. I attended my first Oak Ridge Chapter meeting on that visit and met numerous wonderful people. Ellen was one of those that made sure I was welcomed, introduced to people and included me in the networking dinner after the Chapter meeting at the Sagebrush. I remember she told me at this dinner, I was her guest; and I've never forgotten the warm welcome. She helped me when I chaired our fundraiser in 2001 (think that was the year).

Judi Ritchie, CPS



Ellen was truly a great asset to our chapter. She will be missed as a friend, as a chapter member, and as a community member because she was so passionate about all that she did for the chapter and the community. She was always so professional in every way. She mentored every new president before they took office giving tips and expectations. Except for the last few months, she attended all meetings, rarely ever missing. It was important to her, and she was on most committees to help in any way. She will truly be missed. I still think often of her and reflect back on times in visualization of just looking in her face.

Janice Allgood, CPS

I was honored to have Ellen and my mother, Brenda Stevens, install me as president in 2008. I was lucky enough to be able to tell Ellen how much I appreciated and loved her at the end of my Chapter year. She watched me grow up, and I hope I made her proud! I learned a lot from Ellen over the years, and I could not have made it thru my year as president without her support at chapter and board meetings. I will miss you Ellen!

Cristal Case, CPS



The very best thing I remember about Ellen is when I ran for vice-president her advice to me was "be on time"—simply said, simply put in her soft spoken, but very wise voice. I also admired her professional dress code—always sharp and well put together from head to toe. Finally, Ellen had passion; she always spoke from the heart about things she believed in. Ellen will be missed.

Brenda Lee, CPS/CAP

**Oak Ridge Chapter
International Association of Administrative Professionals®**

**POWER OF
COMMITMENT**

**Administrative Professionals Week®
Luncheon**

**Tuesday, April 20, 2010
12 noon
Doubletree Hotel, Oak Ridge**

**Keynote Speaker
Kathy Wise, Knoxville Area Rescue Ministries**

Ticket Sellers

**Christine Bealer, CPS, 576-3019
Cristal Case, CPS, 576-5170
Sherry Crass, CPS/CAP, 332-4639
Debbie Dickerson, CPS, 241-0709
Janise Humphreys, 617-1908
Brenda Lee, CPS/CAP, 576-6834
Betty Williams, 483-9444**

Tickets:

\$20 per person

**Corporate Tables
of Eight
\$170**

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Betty Williams

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Brenda Lee, CPS/CAP

BOARD MEMBERS
Janise Humphreys
Sandra Solands

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Daisy Mullins

ADVISOR
Cristal Case, CPS

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Jean Norris, CPS/CAP

**EXECUTIVE
ADVISORY BOARD**

MONNIE CHAMPION

JANICE CHRISTMAN

BETH JINKERSON

Upcoming Events

APRIL

- April 5 — Board Meeting
- April 12 — Chapter Meeting
- April 18 to 24 — Administrative Professionals Week
- April 20 — Administrative Professionals Week Luncheon, Doubletree Hotel, Oak Ridge

MAY

- May 3 — Board Meeting
- May 10 — Chapter Meeting, Water's Edge Conference Center

JUNE

- June 4-6 — Tennessee Division Annual Meeting
- June 7 — Board Meeting
- June 14 — Installation Banquet

JULY

- July 12 — Chapter Meeting