

Austin Hayes

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Resourceful problem solver with a background in customer service pertaining to contracts and insurance policies, dedicated to public service with a special interest in policy and legislation.

EXPERIENCE

Washington State Department of Natural Resources, Olympia, WA – Contracts Specialist 2

OCT 2022 - PRESENT

- Prepare, negotiate and execute complex contracts, solicitations, and interagency agreements to obtain services and goods for the Forest Resilience division of the Department of Natural Resources.
- Implemented Department of Enterprise Services and Department of Natural Resources policy changes, including DES-090-06 Supplier Diversity, into department-wide solicitation and contract templates.
- Provide education and training on competitive procurement policy and RCW 39.26 to division staff, serve as a resource for contracts & procurement questions.

Washington State Liquor and Cannabis Board, Olympia, WA – Customer Service Specialist 2

JUNE 2022 - OCT 2022

- Maintained a record of all incoming mail and visitors to the LCB headquarters to ensure building security.
- Performed regular contract audits on existing agency contracts, and requested updated insurance certificates from vendors.
- Updated and maintained agency records utilizing spreadsheet and database software, conducted research, performed data entry tasks, scheduled meetings, and managed facility tickets for the building.

Orca Books Cooperative, Olympia, WA – Board Member (Volunteer)

APRIL 2021 - APRIL 2022

- Served as an elected consumer board member of a hybrid consumer-worker cooperative bookstore
- Worked with other board members to pass bylaw reforms strengthening the rights of the workers to cooperatively control their working conditions and to increase the starting wage for all workers.
- Served on an ad-hoc grievance committee to resolve interpersonal disputes between workers.

SKILLS

Strong critical thinking and analysis

Effective writing skills

Empathetic, professional customer service and interpersonal skills

In-depth research capabilities

Attention to detail

Detailed record keeping

ADDITIONAL ROLES & TRAINING

2024 Legislative Session Division Bill Coordinator for the Procurement of Goods & Services team

2023 Legislative Session Alternate Division Bill Coordinator for the Procurement of Goods & Services team

2023 Legislative Bill Analysis & Tracking Class for DNR Division Bill Coordinators

2022 NASWA Certificate of Completion for the Unemployment Insurance Fact Finding and Adjudication course

2021-2022 Orca Books Cooperative Board of Directors Member

NASWA Certificate of Completion for the Unemployment Insurance Fact Finding and Adjudication course

Employment Security Department, Olympia, WA – Unemployment Insurance Specialist 2

JUNE 2021 - MARCH 2022

- Assisted claimants by answering unemployment insurance questions, determining their needs and working to resolve claim issues.
- Compassionately answered complex questions from claimants, both in written and oral communication, regarding how procedures, laws and policies affect their claim.
- Identified and documented potential eligibility issues needing additional adjudication.

Orange Commercial Credit, Olympia, WA – Account Executive

JUNE 2019 - APRIL 2020

- Worked with clients to verify invoice paperwork for contract compliance and deposit funds into their account.
- Managed the accounts and contracts of over 20 personal clients on a regular basis, and provided assistance for colleague's clients when needed.
- Provided top-end customer support to meet our clients' factoring needs and build strong relationships with clients.

Tacoma Public Schools, Tacoma, WA — Substitute Teacher

SEPT 2018 - JUNE 2019

- Substituted in classrooms ranging from kindergarten to high school, subjects ranging from Math to Foreign Language to Phys Ed.
- Created curriculum for long-term substitute assignment as a middle school art teacher, built good relationships with students and a safe classroom environment.

Olympia Democratic Socialists of America, Olympia, WA — Education Committee Chair (Volunteer)

FEB 2019 - FEB 2021

- Facilitated meetings of the Education committee, where we decide the education work we'd like to pursue for the month.
- Facilitated reading groups, created new educational events for the chapter such as our "Potluck and Seminar" quarterly events and the "Socialist Night School" seasonal program.

Tacoma Tenants Organizing Committee, Tacoma, WA — Organizer (Volunteer)

MAY 2018 - DEC 2019

- Advocated for low income tenants facing eviction in Tacoma through community meetings, Tacoma city council meetings, door to door outreach, petitioning, and direct aid to tenants.
- Worked as a community organization to pass new tenant protections through city council, including 60 day eviction notices and \$2,000 in relocation assistance for low income renters.
- Aligned with statewide organizations such as the Washington Tenants

**Washington State Learning
Center Contract Management 101
Modules 1 through 4**

**Washington State Learning
Center Contract Management 401
Modules 1 through 7**

**Washington State Learning
Center Purchasing Small
Purchases**

**Washington State Learning
Center Purchasing &
Procurement Ethics**

**Washington State Learning
Center Emergency Purchases**

**Washington State Learning
Center Purchasing and
Procurement 101 Modules 1
through 4**

AWARDS

State Farm: On the Spot Award
for glowing compliments on
empathy and customer service on
my third day on the floor.

**PLU Men's Cross Country: Most
Improved Athlete**

**EHS Cross Country: Endurance
Award** for determination and
perseverance throughout the
season.

EHS Cruiser Blue Award for
earning 12 Varsity Letters in
athletics in 4 years.

EHS Wrestling Coaches Award
for determination, coachability,
sportsmanship, and leadership
during the 2009–2010 wrestling
season.

Union and the Washington Low Income Housing Alliance to work towards passing statewide tenant protections.

Tacoma Democratic Socialists of America, Tacoma, WA — Co-Chair (Volunteer)

OCT 2017 - NOV 2018

- Led and facilitated the monthly meetings of both the executive committee and the general membership.
- Organized and mobilized our membership around a variety of issues including tenant's rights, the 2018 teacher's strike, and Medicare for All.
- Worked with chapter members and leadership on bylaw reforms to meet the needs of a rapidly expanding organization.

State Farm, Tacoma, WA — Auto ILR Claims Associate

AUG 2017 - JULY 2018

- Educated policyholders on the coverage applicable under their policy agreement/contract.
- Empathetically guided customers through the potentially stressful and emotional process of filing an insurance claim after a car accident.
- Investigated newly filed auto insurance claims to determine liability, using my knowledge of the jurisdictional requirements of all 50 states.

Lute Air Student Radio, Tacoma, WA — General Manager

JAN 2016 - MAY 2017

- Recruited new student radio hosts to the station and trained them on the usage of studio equipment, maintained records of DJ contract agreement.
- Coordinated the events and weekly duties of the radio station with leadership.
- Managed and organized the documents, records, contracts and music collection of the radio station.

Lute Air Student Radio, Tacoma, WA — Production/Music Director

SEPT 2014 - DEC 2015

- Trained radio hosts on how to record and edit their radio shows using the different software available to us at the studio.
- Worked with other radio station leaders on the weekly duties and coordination of events for the radio station.
- Cataloged recorded radio shows and new music for recast on the radio station, managed contract agreements with music distributors.

EDUCATION

Pacific Lutheran University, Tacoma, WA — Bachelor of Arts in History

AUG 2013 - JUNE 2017

With an academic focus around history, psychology, and the social sciences, my college career also consisted of two years as a cross country and track and field athlete, four years in the leadership of the student radio station, and one year of founding and leading a student political organization.

Eatonville High School, Eatonville, WA — High School Diploma

SEPT 2009 - JUNE 2013

During my four years of high school I showed an aptitude for leadership as I helped start and organize the school's cross country team, and additionally developed finance and vendor management experience as Class Treasurer.