



Jennifer Johnson

Administrative Director

“Small things can have a big impact.”

Experience

- Lifestyle Editor, Rome News-Tribune: 1986-1991
- Legislative Assistant, Office of Congressman George (Buddy) Darden, 7th District, GA: 1991-1996

Education

- University of Alabama, B.A., Journalism & Music, 1986

Jennifer believes this principle especially applies to the world of customer service. The smallest detail – an apology or kind word – can diffuse the anger of an unhappy customer or make a happy one delighted. Resolving any issue can then be addressed more quickly, and this can hopefully result in a very satisfied customer.

Jennifer joined CCMC in 2003, shortly after the company was established in September 2002, as an administrative assistant. Over the past 20 years, her responsibilities have grown along with the success of CCMC, and she now serves as Administrative Director. Jennifer handles the financial matters of the business such as client billing, accounts payable, payroll and banking and oversees office management.

A former journalist and newspaper editor, Jennifer approaches all aspects of any job with a positive, hard-working mindset and strict attention to detail. In her former profession, she learned the importance of the details – the small things – when an article she wrote included an event that was incorrectly listed as 11 p.m. instead of 11 a.m. She dreaded taking that phone call from the mother of the bride who was concerned guests would show up to her daughter’s wedding close to midnight. Just one little wrong letter. Small things can have a big impact.

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