

QUALIFICATION HIGHLIGHTS

- Strong skills in office coordination and management, and extensive people skills.
- Ability to communicate both orally and in writing with people in highly diverse work environments.
- Working knowledge of medical terminology and coding, ability to interpret as needed.
- Extensive executive skills and proficient in time management.
- Ability to work independently with little or no supervision, or as part of a team.
- Conscientious, detail oriented, dependable, responsible and efficient.
- Sharp, innovative, quick learner, ability to adapt to new challenges.

WORK EXPERIENCE

02/06- present OPERATIONS MANAGER/MARKETING Homewatch Caregivers

Oversee the caregivers and office staff of Homewatch Caregivers; this includes 5 office staff and 100 caregivers. Problem solve with clients caregivers and office staff. Monitor the schedule to make sure all shifts are covered and monitor the call center information. Perform client assessments, Quality assurance visits, Care calls to Case Managers and families. Investigation of any cares or concerns from the clients. Responsible for hiring, employee reviews, disciplinary action and dismissal. Responsible for teaching and or setting up training classes for caregivers and staff as well. Completing monthly caregiver newsletter. Employee recruitment through job banks, Oregon employment office and church flyers. Extensive problem solving, people skills and office management skills. Marketing in the community and in a group setting, following up client leads. Filling in for the Manager when she is away.

10/04-11-06 ADMINISTRATOR Jackson House Assisted Living

Oversaw the daily operation of Jackson House. Assured that all state regulations were met or exceeded for resident safety and satisfaction. Resident assessments to assure appropriateness for prospective residents to facility. Family care conferences which include coordination of care with state, physician and facility staff. Resident food and safety meetings to promote safety and meal satisfaction. Daily room and building inspections as well as equipment evaluation. Filled in for Caregiver, Med -Aid, Cook, Activity Director and performed maintenance tasks when needed. Extensive marketing and community outreach to include event planning and in house activities. Responsible for A/R, A/P, collections, overtime, staffing, budgets and monthly reports. Managed 20 staff to include: hiring, counseling, disciplinary action, firing. Extensive problem solving with staff, families and residents. Any other duties assigned by corporate.

03/03- 04/04 ADMINISTRATOR Wildflower Lodge Assisted Living/MCC

Oversaw the daily operation of Wildflower Lodge, an Assisted Living/Alzheimer's Community with a 73 resident capacity. Managed Resident care, assured all state and corporate rules and regulations were met or exceeded for resident and staff safety and well being. Assessed new residents for entrance into the community. Held family conferences and multi agency meetings to coordinate care. Extensive problem solving with residents, families and staff. Responsible for hiring, discipline and firing. Filled in for caregiver, cook, activity director and med-aid. Held resident food committee meetings as well as staff and resident safety meetings to promote resident satisfaction and safety. Daily building inspections. Oversee A/R, A/P, Collections, Staff scheduling, overtime, census and building budget. Marketing, event planning and community and home visits. Any other tasks required by corporate office.

06/01- 03/03 PRODUCTION COORDINATOR Amera Mortgage

Greet Clients, answer phones, make appointments, maintain files, obtain verbal and telephone verifications, marketing, check credit reports, open escrow, request appraisals, print docs., write pre-approval letters, send out farming postcards, work with Realtors and Title companies to build business contacts. Many various duties.

2000- 03/03 VOLUNTEER- MacLaren Youth Correctional facility

Visited one on one with an incarcerated youth 2 times per week. Assisted unit with holiday preparation and taught craft classes and baking classes. Taught a Bible study one night per week for the unit. Assisted the Volunteer Coordinator once a week in setting up volunteer files, paperwork, and training classes.

10/2000- 06/02 RECEPTIONIST Pediatric Associates of Gresham

Answered phones, made appointments for patients, checked in patients, miscellaneous duties.

09/99 – 12/2000 OFFICE MANAGER, Gresham Women's Healthcare

Responsible for providing overall office support and management for Dr. B. Edward Yanke. Various duties include: Supervising the work of four office support staff, Processing all bookkeeping, including accounts receivables/payables/collections, Coding and billing for all hospital and office charges, scheduling surgeries and obtaining prior authorization. Provided extensive customer service

01/97 – 09/99 OFFICE MANAGER, Oak Grove Family Medical Clinic,

Responsible for providing overall office support and management for Dr. John Stiger and Dr Ram-bousek. Various duties include: Overseeing and supervising the work of five office support staff. Maintaining and updating fees, CPT, ICD, charts and policy and procedure. Analyzing and resolving problems related to office support and management. Processing all bookkeeping, including accounts receivables/payables. Providing extensive customer service and assistance, including handling patient concerns and/or problems.

10/96- 01/97 OFFICE MANAGER, Silverton Hospital

Responsible for providing office support and management for three clinics, Woodburn Medical Clinic, Woodburn Family Practice Clinic and Molalla Family Practice Clinic. Duties include: Overseeing all office support and management of all clinics, including analyzing and resolving problems and handling staffing needs. Supervising and directing the work of 12 office support employees. Managing and overseeing all aspects of Billing Department. Writing, developing and implementing Office Policy Manuals. Serving as the office Computer Specialist.

02/90 - 10/96 OFFICE COORDINATOR, Drs. Emery & Nielsen

Provided office management, including overseeing office support of two Doctors, six nurses, and three office/clerical support staff. Duties included: Supervising and directing the work of office support staff, i.e. receptionist, telephone, mail, filing, records management, computer data processing, bookkeeping, medical transcription, and processing monthly reports. Assessing patients need for information and explaining treatments if needed. Scheduling and confirming patient appointments for Doctors and Nurses. Handling customer complaints effectively by being sensitive to the clients' immediate needs and efficiently clearing up the problem whenever possible. Operating computer data base - insurance and patient billings, claims, statement inquiries, posting daily charges and payments, and scheduling.