ROBERT SMITH

Administrative Supervisor II

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SUMMARY

Dynamic team leader with the ability to initiate/manage cross-functional teams and multi-disciplinary projects.

SKILLS

Management, Office Manager, Leadership Development, Payroll, Kronos, ADP, Labor Relations, Operations Management.

WORK EXPERIENCE

Administrative Supervisor II

ABC Corporation - 2014 – 2015

- Reviewed operational policies and procedures; making appropriate changes; ensuring staff compliance with hospital and departmental policies.
- Implemented and maintaining the Epic patient registration and scheduling systems and performing template maintenance; coordinating these systems with the clinical department, residents and clinical staff.
- Managed all cash collection activities for hospital and professional services performed in the clinical area.
- Established and maintaining proper checks and balances for cash collection and charge entry activities.
- Continuously evaluated customer service satisfaction; participating in the resolution of patient issues; implementing appropriate operational changes that will promote consumer/patient satisfaction.
- Maintained adequate supplies for practice and office operations Provided guidance, assistance, orientation, and developmental and educational training.
- Made recommendations regarding employment, performance appraisals, salary changes, promotions, transfers and terminations.

Administrative Supervisor

ABC Corporation - 2013 – 2014

- Performed cycle counts, processed daily deposits, conducted quarterly audits, accounts payable & receivable, prepared monthly expense reports, and receiving insurance payments by checks & credit cards.
- Processed 50 customers applications daily for approval.
- Processed advances and extensions, cash receipts, filed adverse action notices and posts return item payments, running and printing checks, accounts payable/receivables Reconciled ACH advances, maintains point-of-sale (POS) materials.
- Processed work orders, marked, tabulated and filled articles and reports.

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- Schedule appointments, covered a 24 hour switchboard, and maintained office appearance.
- File claims, created credit memos, reconciled 25 past due collection call daily.
- Process Payroll & Payroll Integrity Reports Oversee proper compliance company processes and duties..

SCHOLASTICS

- Bachelor of Science in Health Services Management - (Chancellor University - Independence, OH)

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