

ROBERT SMITH

Patient Access Supervisor III

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Provide a solid experience in planning, organizing, and overseeing projects and their implementation. knowledge in hiring, training, coaching, mentoring, and supervising associates. Committed to providing a high work ethic and to the overall success of management goals and objectives, all while maintaining efficiency within a confined budget.

EXPERIENCE

Patient Access Supervisor III

ABC Corporation - FEBRUARY 2011 - APRIL 2013

- Maintain the schedule for a department which operates 24/7; assess staffing patterns and schedules to optimize departmental resources and productivity.
- Review and approve payroll tracking overtime and time clock violations.
- Complete the Position Management process to get open jobs posted.
- Review applications, select applicants for an initial interview, peer interviews, and send a recommendation for hire to HR.
- Initiate training and assign a mentor to complete the training process.
- Orders and maintains appropriate supplies.
- Investigate and report quality assurance results to associates with recommendations for improvements.

Patient Access Supervisor

Delta Corporation - 2009 - 2011

- Business Associate Responsibilities include answering the phone, insurance verifications, filing, data entry, collections, daily balancing of cash.
- Manage several registration areas simultaneously; James Graham Brown Cancer Center, HCOC, Ambulatory Care Center, Main Admissions, all in a level one.
- Interview potential candidates and set up peer interviews Provide better customer service by acting as a liaison between all ancillary staff and our.
- Working as part of a team and supporting the office manager.
- As a supervisor, I was responsible for the day-to-day tasks and administrative duties of the office including the reception area.
- Key duties were; Meeting and greeting patients to the office Typing documents and distributing memos Supervising the work of ER and scheduling staff.
- Problem-solving with employees and ancillary department Assist with staffing schedule Audit data collected by employees for quality assurance.



EDUCATION

- Bachelor of Science in Psychology - (Pittsburg State University - Pittsburg, KS)



SKILLS

Microsoft Excel, Computer.