

# JESSICA CLAIRE

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## Professional Summary

Seasoned Operations leader experienced in driving great team success by coaching and motivation to increase financial profitability, operational efficiency and customer satisfaction. Possessing in-depth knowledge of GAAP accounting with over 10 years of experience in building successful compliance programs within the Government industry. Excellent reputation for resolving problems and improving client satisfaction.

## Skills

- Program Evaluation
- Leadership
- Client Service Engagement
- Personnel Operations
- Data Management
- Fiscal & Budget Management
- Regulatory Compliance
- Coaching Skills
- Performance Goals
- Strong Team Player
- Goals And Objectives
- Communications Strategy
- Planning
- Educational Programs
- Performance Management
- Interpersonal Skills
- Psychosocial Assessments
- Corporate Compliance
- Organizational Effectiveness
- Human Resources Services
- Reporting And Analysis
- Tableau
- Labor Relations
- Supervisory Experience
- Presentation Skills
- Field Support
- Human Resources Leadership
- Employee Safety
- Strong Analytical Skills

## Work History

### Banking Operations Manager, 01/2018 to Current

Number26 – New York, NY

- Oversee monthly child support disbursement of over 60 million dollars to Georgia Families
- Provide effective leadership, clear guidance and appropriate program development and coordination of all day-to-day financial activities of Division daily
- Develop and implement business strategies and plans to meet Child Support objectives
- Supported change management by understanding and addressing impacts of new accounting policies, financial statement initiatives and non-standard transactions.
- Establish and forge relationships with other Agencies to collaborate and facilitate development and integration of operating program initiatives and activities
- Direct and develop efficient methods, internal controls, programs, and procedures to improve cost effectiveness, streamline organizational financial structures, and assure conformity with sound management and business principles for Local Field Offices
- Facilitate Statewide Site Audits to all DCSS field offices to evaluate current practices, identify trends that indicate opportunities, challenges and recommend improvements to financial processes and procedures to achieve daily operational excellence
- Assures Rapid Process Improvement (RPI) Standard Operating procedures are implemented and followed in all case management practices
- Consults with Performance Management to ensure effective and proper corrective actions are put in place to increase performance and maintain compliance with all federal regulations
- Manages all DCSS Operating Account and Statewide Debit Card Program
- Monitors and Manage all Child Support Banking Contract development/renewals/amendments
- Consistently manage multiple Feasibility projects and priorities effectively daily
- Trained new staff on job duties, company policies and safety procedures for rapid onboarding.
- Recruited and hired talent for operations and service delivery and managed branch offices by mentoring and cross-training new leadership as part of succession planning.
- Reviewed established business practices and improved processes to increase efficiencies and reduce expense without compromising customer service levels.
- Assists with projects, presentations and assignments as assigned by DHS Executive Leadership Team.
- Negotiated contracts with outside providers and rates for facility leases to minimize costs to company.

### Clinical Service Manager, 12/2013 to 12/2017

St Josephs Villa – Richmond, VA

- Direct and oversee multi-functional program activities involving complex range of Mental health programs
- Recruited, hired and facilitated trainings for all hired staff, providing direct supervision, ongoing staff development and continuing education to employees.
- Oversee and Manage staff of 14 Fulltime Employees, 4 Part-time Employees and 2 Contract Psychiatrists
- Partnered with Quality Assurance Team to develop and update clinical policies, improvement plans, procedures, written material and contractual obligations
- Oversee all Personnel HR Functions that includes yearly Performance Reviews, Reference Checks, Staff time and Leave reports
- Responsible for planning, development and implementation of Process and Improvement projects for Outpatient Clinics
- Developed and updated policies and procedures, maintaining compliance with statutory, regulatory and local, state and federal guidelines relating to HIPAA, benefits administration and general liability.
- Analyze collected stakeholder's data and findings and interpret complex legislative, regulatory, policy guidance for use in managing all mental health programs
- Provide daily guidance, advice and assistance to Clinical Therapists, Case Managers, Administrative Staff, and new hires
- Develop and implement strategies and plans for meeting Clinic objectives
- Establish and forge relationships with external organizations to collaborate and facilitate development and integration of operating public mental health program initiatives and activities
- Oversee all County Case Management duties which included Therapy, Medical Services, Housing Program Assistance, Medical Insurance Provision and Disability Benefits
- Oversee and ensured compliance with CMO providers, Medicaid providers and Parental Court Accountability program
- Monitored and inspected staff processes to eliminate hazards posed for both residents and staff while ensuring continuous compliance with regulations.
- Conducted routine facility inspections, identifying areas needing improvement and eliminating hazards posed to staff and residents for continued compliance with associated regulations.
- Perform audit reviews to identify quality improvement needs and plans and provide recommendations based on research findings and product performance
- Participated in other Supervisory meetings as assigned.

### Branch Banking Specialist, 06/2002 to 08/2009

Shore United Bank – Stevensville, MD

- Supervised/trained tellers, developed strategic alliances, and solicited business accounts
- Performed monthly Branch and Vault Audits
- Drove operational improvements which resulted in savings and improved profit margins
- Counted currency, coins and checks in cash drawer, cash machines and ATM.
- Cross-sold wide range of services and products to increase new business and expand existing customer relationships.
- ACH authorizations, credit card reconciliations, deposit transfers, bank reversal requests, fees, and journal entries
- Reconciled weekly debit card transactions, disbursements, research/correction of disbursement errors & reversals
- Handled employee personnel performance and developed improvement plans
- Opened new accounts and made changes to existing accounts.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor
- Executed wire transfers, stop payments and account transfers.
- Increased branch's revenue by 200% within 3months of promotion
- Counted, verified and handled bank deposits and armored car transactions.
- Consistently exceeded both branch and individual's goals monthly
- Established rapport with new clients to increase satisfaction and loyalty.
- Won quarterly Employee Excellence Award multiple times.

## Education

### Master of Science: Organizational Leadership-Human Resource Mgmt., 12/2016

BRENAU UNIVERSITY - Gainesville, GA

### Bachelor of Arts: Sociology, 05/2012

Georgia State University - Atlanta, GA

### Associate of Science: Business Administration, 12/2003

ATLANTA METROPOLITAN COLLEGE - Atlanta, GA

## Accomplishments

- Administrative, Performance Management
- Streamline, Personnel

## Affiliations

- Society of Human Resource Management
- International Association of Administrative Professionals
- American Medical Informatics Association