**JANINE H. EOFF** 406.208.8457

5221 74th PL NE j9eoff@yahoo.com

Marysville, WA 98270

**ADMINISTRATIVE PROFESSIONAL**

Administrative professional offering 15 years' experience in **healthcare, public assistance, energy, manufacturing and sales** and **customer service.** Strong communication and interpersonal skills. Creative and resourceful problem solver. Emphasizes attention to detail, timeliness and accuracy. Maintains confidentiality.

**CORE COMPETENCIES**

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| **Office**  **Administration** | * Develop and maintain efficient and effective electronic and manual filing systems, records and reports * Perform day-to-day office functions, i.e., telephone reception, sort mail, maintain supplies, greet and direct visitors, schedule appointments * Compose, prepare and edit correspondence and documents * Maintain personnel records * Proficient in MS Office (Word, Excel, PowerPoint, Access and Outlook) |
| **Patient Service**  **and**  **Scheduling** | * Possess working knowledge of medical terminology, coding and billing * Data entry of claims, coding, verification, processing, and auditing * Review insurance applications or policies to determine appropriate coverage * Verify insurance, claims submissions, and payment documentation * Communicate with patients/healthcare professionals and examine files or documents to obtain or update information * Schedule staff meetings * Prepare schedule for 30 Private Care Aids (PCAs) for a caseload average of 75 patients * Orient new PCAs and cross-train in Home Health * Travel to patient homes and review Plan of Care (POC) * Passed required testing for Medical Assistant |
| **Bookkeeping** | * Invoice customers and follow up on past due accounts * Process AR/AP, payroll, and reconciliation * Prepare quarterly and annual reports and budgets * Maintain invoicing, licensing, registration, titles, and insurance on company vehicles |
| **Customer Access and Service** | * Determine eligibility for program assistance * Obtain and process complete and accurate demographic and financial information * Coordinate client services and schedule appointments * Build and maintain rapport with customers and other professionals * Maintain professional demeanor when under pressure and/or resolving conflict |

**CAREER HISTORY**

**Administrative Assistant/Inside Sales,** Kirst Engineering Company, Billings, MT 10/2018-Present

**Patient Service Representative (PSR)/MA,** St. Vincent Healthcare, Billings, MT 07/2011-11/2017

**Scheduler/Personal Care Aide (PCA)**, Kalispell Regional Medical Center, Kalispell, MT 08/2010-04/2011

**Eligibility Assistant,** Office of Public Assistance, Billings, MT 12/2008-06/2010

**Office Administrator**, EnerCrest, Buffalo, WY 02/2008-10/2008

**Operations Assistant,** Strategic Retirement Plans, Billings, MT 06/2006-01/2008

**REFERENCES**

Available upon request.