

Sue Darby

Employment History

May 2008 to Present **Office Assistant II**

State of Alaska, Division of Senior & Disabilities, Quality Assurance

- Team Lead of MASST & DVR Volunteers
- Support staff for Quality Assurance Unit Provider Certification
- Analyze systems to make work flow more productive
- Organizing meetings including; materials gathering, staff/location coordination, equipment setup
- Screen Certification Packets, checking for completeness and updating databases as required
- Software & hardware user support; troubleshooting Office 2007, peripherals
- Mail merge Excel lists to letters and labels creating both forms and spreadsheets as needed
- Develop training materials for various processes, present to co-workers and management
- Design charts and graphs for Department, State and Federal reports
- Responsible for the CPR & First Aid training waivers
- Monitor that the providers receive their paperwork in a timely fashion.
- Monitor compliance with the new requirements for all providers to attend CIR Training.
- Backup for reception (3+ years) on a regular schedule
- Deal with callers in crisis, or callers that need to complain about the services and/or treatment they are receiving.

April 2006 to April 2008 **Career Development Center Mentor/ Computer Instructor – AmeriCorps Member**

Nine Star Education & Employment Anchorage, Alaska

Administrative

- Was able to cut Management Information Systems input time by 50%
- Brainstorm ways to streamline the administrative processes
- Create templates used for generating reports
- Input client data and statistics into database
- Develop Statistics for use in grants and reports
- Answer phones & questions from the public
- Consult with Work Service Specialists, Public Assistance Eligibility Workers, Parole Officers and other Public Service Workers to support clients in achieving their goals.

Career Development Mentor

- Teach goal setting workshops
- Confer with clients to determine what program will be most helpful
- Assess clients for barriers and brainstorm ways to overcome them
- Draft and edit resumes, cover letters and other business correspondence
- Conduct job-matching to find good fit between clients and hiring companies
- Direct clients to appropriate resources and assists clients in their use of outside assistance

Computer Instruction

- Develop class curriculum
- Teach computer classes