

PROFESSIONAL SUMMARY

Highly effective Payroll and Accounts Payable Professional with a proven 15-year track record in optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence. Dependable administrator skilled at managing diverse needs in challenging, fast-paced environments. Friendly and energetic professional with remarkable communication and prioritization skills.

SKILLS

Documentation and control	Invoice Coding
Policy and Procedure Modification	General Ledger
Expense Reporting & Reconciliation	UKG Kronos Time Keeping, ADP, SAP
Team Leadership	Microsoft Office (Outlook, PowerPoint, Excel)
Training and Development	Human Resources
Office management	Payroll Administration
Payroll Administration	Processing Wage Withholding Orders
Financial Reporting	Garnishments
Accounts Payable and Accounts Receivable	Grant Billing and Tracking
Invoice Processing	Recruitment
On-boarding	

WORK HISTORY

Office Manager • *Dougherty County School System*
Albany, Georgia • July 2018 to Present

- Generated and submitted invoices based upon established accounts receivable schedules and terms.
- Paid vendors by monitoring discount opportunities and paid employees by receiving and verifying expense reports.
- Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.
- Disbursed petty cash by recording entries and verifying documentation.
- Entered invoices requiring payment and disbursed amounts via check, electronic transfer or bank draft.
- Handled employee payroll and other day-to-day financial transactions while maintaining long-term goals.
- Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.
- Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders.
- Processed employee W-9 and I-9 forms and managed benefits and leave time.
- Adjusted employee tax status along with information regarding withholding.
- Reviewed personnel records to determine names, rates of pay, occupations of new hires and changes in wage rates.
- Updated employee banking records when it was necessary.

- Processed new hire paperwork and documents.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors.
- Organized weekly staff meetings and logged minutes for corporate records.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Welcomed office visitors warmly and alerted staff to arrivals of scheduled appointments.
- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Human Resources/On boarding/employees first point of contact

Housing Choice Voucher Specialist • *Middle Flint Behavioral Healthcare*
Americus, GA • February 2014 to July 2018

- Secured housing, medical care and employment for clients by collaborating with various community agencies.
- Obtained and supplied information to coordinating agencies to provide best possible guidance to clients.
- Counseled individuals and families regarding mental health, substance abuse, physical abuse and rehabilitation issues.
- Maintained regular contact with clients by calling and visiting clients' homes.
- Testified under oath as child advocate in family court to assist with child custody decisions.
- Delivered comprehensive therapeutic services to children, adolescents and adults to support child welfare and prevention services.
- Participated in improvement planning to optimize services and improve future care.
- Reviewed patient assessments, charts and medical opinions to determine best courses of action.
- Helped clients set appointments, discussed plans and followed up to check on concerns.
- Communicated with family, pharmacies, hospice care, discharge planners and other professionals to complete seamless transitions.

Office Manager • *Sumter County Elementary School*
Americus, GA • October 2008 to February 2014

- Provided complete meeting support, including materials preparation and notes or minute taking.
- Researched payroll errors and processed payments for federal and state taxes, social security, Medicare, and various employee deductions, annuity contributions and retirement plan withholdings.
- Maintained daily bookkeeping report.
- Prepared analysis of tax expenses for month-end accounting review.
- Checked figures, postings and accounting documents for correct entry, mathematical accuracy and proper coding.
- Prepared cash tax forecasts for planning and estimated payments.
- Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.
- Closely monitored accounts to post timely payments and resolve billing discrepancies.
- Performed accounts receivable duties, including invoicing, researching charge backs, discrepancies and reconciliations.
- Liaised with vendors to order and maintain inventory of office supplies and to obtain most cost-effective pricing.
- Maintained daily reports and advised executive leaders in decision-making processes.
- Assisted coworkers and staff members with special tasks on daily basis.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.

- Recorded new hires, transfers, terminations, changes in job classifications and merit increases to main human resources files.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements.

School Secretary • *Sumter Elementary School*
Americus, GA • July 2004 to October 2008

- Processed student registrations and withdrawals.
- Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors.
- Kept reception area clean and neat to give visitors positive first impression.
- Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.
- Received and routed business correspondence to correct departments and staff members.
- Performed accounts receivable duties, including invoicing, researching charge backs, discrepancies and reconciliations.
- Liaised with vendors to order and maintain inventory of office supplies and to obtain most cost-effective pricing.
- Maintained daily reports and advised executive leaders in decision-making processes.
- Assisted coworkers and staff members with special tasks on daily basis.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Recorded new hires, transfers, terminations, changes in job classifications and merit increases to main human resources files.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Liaised between clients and vendors and maintained effective lines of communication.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Produced highly accurate internal and external letters and memoranda.
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Supported company leaders by managing budgets, scheduling appointments and organizing itinerary.
- Maintained office supplies inventory by checking stock and ordering new supplies as needed.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Assisted with event planning, including associated travel and logistical arrangements.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements.
- Completed forms, reports, logs and records to quickly handle all documentation for human resources.
- Coordinated travel accommodations for staff and out-of-town visitors, including vouchers, agendas and transportation.

EDUCATION

Diploma - Certified Nursing Assistant • *South Georgia Technical College*
Americus, GA • 1995

