

Kara Smalley
2220 Hampton Rhodes Crt
Rochester, MN 55901
KaraJSmalley@gmail.com | 507.319.0182

Objective Statement

Pursuing a career that has meaning in an oft chaotic world.

Experience

- Program Assistant Meridian Behavioral Health- Oakridge Rochester, MN March 2018- Current
- Worked directly with patients and counties to get patients Medical Assistance
 - Worker directly with patients and counties to get patients Personal Needs Cash Assistance
 - Kept track of and entered all patient DAANES
 - Processed all records requests
 - Scheduled all county phone appointments
- TMA/Office Technician Meridian Behavioral Health- Oakridge Rochester, MN July 2017-Current
- Previous position responsibilities plus:
 - Recording meeting minutes for all staff meetings
 - Medication administration
 - Medical records filling
 - Processing medical records requests
- Recovery Specialist Meridian Behavioral Health- Oakridge Rochester, MN Jan 2017-Current
- Responsible for admitting new patients and acclimating them to the program
 - Responsible for charting on patients during stay
 - Conduct hourly rounds on patients
 - Ran non-clinical groups
 - Responsible for patient UA's, rooms, and searches of person and belongings
- Front Desk Supervisor, AmericInn Rochester, MN July 2016- January 2017
- Managed cash flow during shift
 - Scheduled incoming guests and checked out departing guests
 - Handled and emergency or complaints across the shift
 - Maintained a clean lobby and breakfast area at all times
 - Scheduled shuttle and pick-ups for guests
- Person In Charge (PIC) Jimmy Johns, Rochester, MN Nov 2008 – April 2016
- Provide friendly, fast customer service both in store and over the phone
 - Perform sandwich assembly, cleaning, and slicing, and management concurrently
 - Manage employees in timeliness, sense of urgency, and high quality food production
 - Balance registers and account for all cash on premise
 - Build sales and customer rapport through sampling
- General Manager, Jimmy Johns, Cottage Grove, MN Nov 2005 – Nov 2008
- Worked from entry level to General Manager in under two years
 - Scheduled up to 45 employees between three stores
 - Provided excellent customer service in a fast paced environment
 - Resolved employee and customer conflicts

Education

Rochester Community and Technical College, Rochester, MN August 2013- April 2016
Associate in Applied Science, Medical Administrative Assistant

Rasmussen College, Eagan, MN
General Coursework

August 2008-May 2009

Northwestern College, St. Paul, MN
General Coursework

August 2006-March 2007

Relevant Skills

- Management
- Scheduling
- Customer Service
- Cash Management
- Proficient in Microsoft Office
- Proficient in Procentive E-MAR
- Extensive HIPPA and Privacy Training
- Familiarity with many DHS documents from use in IMD Facility.