

Bethany Miller

receptionist/client advocate - First Choice for Women

Muncie, IN 47304

beegee817@comcast.net

(765)744-5178

Work Experience

receptionist/client advocate

First Choice for Women

July 2013 to Present

Answer phone calls, log reason for call and information given, direct call to appropriate staff

- Update and maintain Cool Focus scheduling program; if a client or staff cannot make their appointment it is my responsibility to reschedule the appointment or get the appropriate replacement
- Greet clients and visitors, direct clients to the correct waiting room and alert staff of visitors
- Locate documents on the computer; print necessary copies; type documents for other staff members with new center updates of procedures
- Assist new clients in choosing and help them fill out appropriate program intake forms; clearly explain the differences in programs available at First Choice for Women
- Arrive in a timely manner, often before the center opens, to get the building open and running before the clients arrive
- Check clients in for their appointments and make follow-up appointment; make sure client contact information is complete
- Update the incoming and outgoing inventory in the center's boutique on an online spreadsheet
- Make call to remind the clients of their upcoming appointment; pull client files for staff
- Attend monthly staff meetings to stay current on any updates to the center
- Build rapport with clients while using the Earn While You Learn curriculum
- Understand HIPAA; work in a HIPAA-compliant office
- Keep clear concise notes about clients seen; chart all interaction with clients

Education

Bachelor of Science

Ball State University

August 1995 to May 1999

Skills

- Contamination
- Scheduling
- Human Resources
- Data Entry

Additional Information

Skills

Trained in the following areas

- Blood-borne pathogens and how to safely contain spills to avoid contamination
- How to spot possible sex trafficking in our community
- Aware of grooming and other warning signs of a sexual predator
- Maintains the center's schedule and client information using Cool Focus scheduler