

PROGRAM ASSISTANT
Professional Summary

Program Assistant with supervising experience and exceptional people skills. Versed in Daxko Operations, membership, childcare. Desires a challenging role as a Membership Coordinator.

Experience

Program Assistant , 07/2013 to Current Company Name i¼ City , State

- Billing/Finance, to include: Purchase Orders, Childcare billing, refunds and credits for different programs.
- Well versed in Daxko Operations.
- Assist in training, supervising member services associates.
- Assisted the Program Director with payroll and interviews for multiple programs.
- Run weekly program rosters and reports.
- Input member information and sell different programs.
- File away CC statements and members information for various programs.
- Review and approve financial assistance Email and mail out member invoices.
- Answer incoming calls and emails about members accounts and programs.
- Use varies office equipment, ie .Multi-phone systems, computers, fax machines, copy machines.
- Ordered and distributed office supplies while adhering to a fixed office budget.
- Managed office supplies, vendors, organization and upkeep.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Greeted numerous visitors, including VIPs, vendors and interview candidates.
- Helped distribute employee notices and mail around the office.
- Maintained a clean reception area, including lounge and associated areas.
- Screened all visitors and directed them to the correct employee or office.

Front Desk/Customer Service , 11/2006 to 12/2010 Company Name i¼ City , State

- member services including but not limited to access to health and fitness center, sales of membership and data entry.
- Ensure that services are provided in a quality manner at all times.
- Provide accurate information on activities and programs to members and participants.
- Responsible for ensuring prompt and courteous service which is delivered to members/participants.
- Controls access to health and fitness facility.
- Knowledge of all program areas to members and participants as well as ability to refer patrons to the correct staff member when needed.
- Ensures that accounting and related procedures are followed for cash reporting and merchandise sales.
- Data entry for service desk staff close out and deposits.
- Attend/participate in required monthly staff meetings.
- Takes payments for programs and memberships.
- Responsible for weekly and monthly reports.
- Handle many tasks at one time under lots of pressure.
- Answer multi-line phones, takes messages through email or hand written.
- Make copies and also send out faxes.
- Maintained a clean reception area, including lounge and associated areas.
- Helped distribute employee notices and mail around the office.
- Greeted numerous visitors, including VIPs, vendors and interview candidates.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Directed guests and routed deliveries and courier services.
- Managed office supplies, vendors, organization and upkeep.

Mortgage Document Clerk , 03/2002 to 01/2003 Company Name i¼ City , State

- Retrieving and Certifying Ginnie Mae, Fannie Mae, Freddie Mac, and FHLB loans.
- Create loan folders and dividers.
- Audit new loans to loan schedule.
- Input loans on Trust System and FiTech/Empower.
- Create new loan lists on Excel.
- Update old loan lists weekly on Excel.
- Answer and handle incoming calls pertaining to loan lists.
- Finalize Ginnie Mae, Fannie Mae, Freddie Mac, and FHLB loans.
- Make copies for employees.
- Logging in documents on log in sheet and system.
- Input documents Empower and FiTech.
- Sort and File away documents.

Janitor/Clerk , 11/1996 to 02/2001 Company Name i¼ City , State

- Employee of the month September 1997.
- Recovered and organized all clothing records.
- Supervised housekeeping and kept track inventory supplies for individual rooms.

Education

High School Diploma : 1996 IOWA PARK HIGH SCHOOL 1/4 City , State

Certifications

- First Aid-October 2013 (American Safety & Health Institute)
- CPR & AED Certification-October 2013 (American Safety & Health Institute)
- Emergency Oxygen Certification-October 2013 (American Safety & Health Institute)

Skills

- Excellent communication skills
- Professional phone etiquette
- Customer service-oriented
- Microsoft Office/Excel/Powerpoint/Outlook/Word/Publisher
- AS400
- Daxko Operations