Erica Hill

3546 Whisperwood Ct Johnstown, CO| 951-294-4993 | ericah31588@gmail.com

# Education

# BACHELOR OF SCIENCE| JULY 2018 | GRAND CANYON UNIVERSITY

* Major: Addiction Counseling
* Minor: Case Management

## Master of Science | January 2021 | Colorado State University-Global Campus

* Major: Hospital Administration and Management

# Skills & Abilities

Teamwork

Leadership

Case Management

Medical office

Data Entry

Microsoft Office programs

Google products

Apple products

Android products

Harding working

Flexible

Punctual

Effective Communication

Problem Solving

People Skills

Customer Service

Management

Responsibility

# Experience

## Service Coordnatior | Numotion | November 2018-August 2019

Assists customers with service &amp; repair requests, obtains demographics, enters and maintains accurate data in order processing system. Verifies insurance/funding eligibility and benefits, communicates to customers their financial responsibility, obtains prescriptions and any other medical documentation necessary to obtain funding. Enters orders into order processing system assuring that efforts are made to appropriately and complete access all funding at the highest available level. Completes orders for replacement parts accurately and in a timely manner, completing warranty and RA documentation as appropriate. Responds to customer inquiries, requests, and complaints in a timely manner working with other staff members to increase customer satisfaction and turnaround times. Coordinates service technicians and warehouse personnel, including scheduling and routing to assure timely provision of service and repair as directed by manager. Reconciles routes and daily schedules to ensure proper allocation of service technician’s time, reporting discrepancies to management.

## Senior Service Navigator | Brothers Redevelopment| Aug 2017 – November 2018

The Navigator answers incoming calls, collects caller data, assesses caller’s needs, identifies community resources and provides navigation of appropriate referrals. The Navigator will also, create a simple action plan to ensure positive outcomes. The Navigator is responsible to complete appropriate documentation in AASC system which includes; enrollment, elements of the intake, and follow up and linking specific service assistance or network of services. Coordinating and educating participants with service assistance: create and maintain all program required files and completing documentation for all participants served. Includes: Creating individual electronic files for all participants and assuring all program forms are used and scanned into the system; Completing and/or updating file progress notes documentation utilizing American Service Coordinators (AASC) online database within the 3-day guideline for file completion. Responsible for completing all reports in a timely and thorough manner with proper back-up documentation maintained. Development of annual outcome measures that include programs, trainings, and services that target the distinct needs of clients. Work with Senior Services Coordinator and RSM to analyze and utilize data as the basis for continuous improvement. Work with Senior Services Coordinator, RSM and the Grant Writing department to pursue avenues for additional funding as applicable through private, local, state and federal resources for program and participant needs.

## Client Care Coordiator | All Valley Home Care | January 2017 – August 2017

Responsible for doing intake process for all clients. Created care plans for all clients for their home care needs. Made all schedules for clients and caregivers. Played a Supervisor role for all caregivers. Also responsible for supervisor visits. Also preformed marketing at healthcare facilities.

## Home Care Worker | Various Home Care AGENCIES | March 2013-January 2017

Took care of seniors and others in their home. I provided IDLs and ADLS

## Babysitter | Mothers Helpers | November 2015-January 2017

Took care of children in their home. Provided mother helper support to parents as well.

## Call Center Customer Service | Dish Network| August 2015-January 2016

povided great customer service to all dish customers. Helped individuals with their bill and tech support.

## Dog Care Worker | Dogtopia of Highlands Ranch| October 2012-March 2013

Took care of dogs in all aspects of being in the facility. Worked in front checking in dogs as well

## Dog Care WORKER | HobNob | August 2012-October 2012

took care of dogs on all aspects when they were at the facility.

## Sales Associate| Steinmart| June 2011-March 2012

Took care of customers in all aspects of the store.

## Sales ASSOCIATE | OFFICE Max | Febuary 2007-April 2010

Took care of CUStomers in all aspects of the store

# Volunteer Experience

# City of Temecula Day Camp worker, Girl Scout Counselor in training, hospital volunteer student intern, Radiology Volunteer, and Temecula Library.