

Joy Cooper

Practice Manager Aurora, CO 80016

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Work Experience

Practice Manager

Northern Medical

October 2019 - Present

- Coordinates benefits for employees.
- Reviews statements, invoices, receipts, and charges.
- Manages time reporting and other changes affecting payroll.
- Answers patient calls and other correspondence as appropriate.
- Monitors all financial expenditures.
- Responsible and accountable for billing and collection activities.
- Maintains overhead and collection percentages, data collection, analysis and management.
- Manage daily staffing to ensure optimal operation of the practice.
- Regularly review productivity and make staffing adjustments as needed.
- Conduct regular staff meetings and annual performance evaluations for the administrative team.
- Review accounts receivable reports monthly.
- Maintains records to ensure timely credentialing and re-credentialing of providers with hospitals, payers, and professional organizations.
- Assist in preparation of annual tax schedules and information.
- Manage A/P, A/R.

Operations Manager

Mile High Landscaping

January 2016 to October 2019

- Produce monthly consolidated financial statements including balance sheet, income statement and cash flow.
- Recording office expenditure and managing the budget.
- Reconciling accounts.
- Analysing financial records for accuracy, accounts payable and accounts receivable.
- Preparing payroll.
- Manage A/P, A/R.
- Job Costing.
- Coordinating and participating in the hiring and promotion process.
- Supervising the training of new employees, supervising employee time and attendance records.
- Develops operating procedures, forms and systems, develops and facilitates changes in procedures.
- Assist in preparation of annual tax schedules and information.
- Manage contract and price negotiations with vendors.
- Designs and implements office policies.
- Responsible for overall job budgets, hours and routing of scheduled jobs.
- Planned and managed day to day operations, ordered all materials needed for projects and crews.

Office Manager

Titan Landscape Materials

May 2015 - January 2016

- Manage A/P, A/R.
- Maintain Quick Books Accounting System.
- Invoicing and collections.
- Process and approve paperwork with high accuracy for crew time sheets, materials receipts, and invoices.
- Manage timely and accurate client invoicing and collections.
- Estimating costs and negotiating prices.
- Planning daily work activities.
- Maintain safety procedures log.

Director of Operations

Sutter Management Group

March 2006 – May 2015

- Recording office expenditure and managing the budget, responding to vendor invoices, resolving payment discrepancies, reconciling accounts, analysing financial records for accuracy, controlled accounts payable and accounts receivable, preparing payroll, case management and processing, collection and reporting of statistics and accounting functions.
- Develops operating procedures, forms and systems, develops and facilitates changes in procedures.
- Performs personnel administrative tasks, including coordinating and participating in the hiring and promotion process, supervising the training of new employees and the ongoing training of other employees, supervising employee time and attendance records, maintains office staff job results by coaching, counselling, and disciplining employees; planning, monitoring, and appraising job results.
- Designs and implements office policies by establishing standards and procedures.
- Planned and managed day to day operations, ordered all materials needed for projects and crews.

Practice Manager

Pediatrics at Cherry Creek

January 2000 - October 2006

- Maintains an orderly and efficient office routine.
- Administers established guidelines for prioritizing work activities, evaluating effectiveness, and modifying activities as necessary.
- Maintains accurate records and files pertaining to staff schedules maintains personnel records.
- Coordinates benefits for employees.
- Reviews statements, invoices, receipts, and charges.
- Orders, stocks, and maintains adequate inventories of all medical and office supplies.
- Manages time reporting and other changes affecting payroll.
- Provides coverage as needed or on a regular basis. Answers patient calls letters and other correspondence as appropriate.
- Monitors all financial expenditures.
- Responsible and accountable for billing and collection activities,
- Maintains overhead and collection percentages, data collection, analysis and management.

Additional Skills

- Communication
- Ability to Work Under Pressure
- Decision Making
- Time Management
- Self-motivation
- Conflict Resolution
- Leadership
- Adaptability
- Teamwork

Software

- Quick books
- MS Word, Excel
- NextGen
- MedAssist

