

# **KIM FAIRLESS**

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## **Career Objective**

I am an enthusiastic professional with 20+ years' experience as an administrative professional with a solid complement of managerial, interpersonal and organizational skills. Referred by others as a "People Person".

I am a dedicated team member that is able to efficiently multitask and thrive on a variety of challenges and responsibilities. In areas I may lack, I have the can do attitude and my willingness to grow within your organization.

I am looking for a position that will allow me to use my skills and experience to your benefit, while providing opportunity for growth and development.

## **Professional Experience**

Rockyview Medical Clinic's (3 Offices)

### **Office Manager**

2016- Present (The 2 owners split up so I moved to Vantage Medical Clinic as Office Manager and due to the economic downturn Vantage Medical closed at the end of September).

- Responsible for overall clinic financial and cash flow management.
- Oversee and approve payment for payables.
- Ensure supplies are purchased per approval policies, to meet clinic needs.
- Timely and accurate submissions of billings. Reconciliation of rejected billings. 3<sup>rd</sup> Party billings with WCB, Alberta Blue Cross Refugee Program, Solicitors and various Insurance Companies.
- Preparation of invoices for uninsured services and related collections.
- Staff and Doctors scheduling. Supervision of clinic staff on a daily basis. Cover front desk checking in patients, registration, rooming, height/weight and BP's etc. Chart Management.
- Staff and Doctors payroll.
- Human Resources. Posting ads for MOA and Locum Doctors. Conducting interviews etc.
- Patient referral management.
- Liaison between all internal and external sources as necessary. Ordering Office supplies and medical supplies.
- Manage and maintain computers, printers and EMR systems (Microquest & Wolf).
- Daily duties of the overall maintenance of the Clinic's day to day needs.

Cascade Orthotics & Prosthetics

**Administrative Assistant**

2014 – 2016

- Receiving phone calls, booking appointments. Liaison between patients and external and internal venues.
- Email and telephone communications with Orthopedics Surgeons within Calgary and surrounding Hospitals.
- Invoicing and private billing through a multitude of resources: eg. Alberta Aids to Daily Living (AADL), WCB, NIHB and private insurances.
- Filing, faxing, scanning, photocopying & courier service.
- Maintained data base of cliental through master lists.
- Managing critical deadlines.
- Operations assistant to Certified Orthotist's and a Prosthetist.

Ranchman's Cookhouse & Dancehall

**Administrative Assistant**, Events & Marketing

2014-2014

- Receiving phone calls, answering upcoming event enquiries, booking reservations. Liaison between clients and external and internal venues or companies.
- Booking for Corporate, Stampede, Stampedeers, Patrons, Limo & Bus events.
- Email and telephone communications.
- Filing, faxing, scanning, preparing tickets for events, photocopying & courier service.
- Maintained data base of cliental through master lists. Mass mailing etc.
- Meeting minutes and dictation.
- Managing critical deadlines.
- Operations assistant to multiple manager's.
- Assistant to the President / CEO.

Alberta Health Services

Alberta Children's Hospital

**Clerk III & IV (in several out patient clinics)**

**GI, Vision, Sensory, Endocrine, Diabetes**

2012-2014

Permanent Casual

Clinic reception which includes;

- Receiving patients when they arrive for an appointment, recording height and weight to growth charts
- Receiving referrals / new patient bookings/ follow up bookings
- Creating charts
- Patient data entry into Clini-base and the clinic's Access database
- Patient discharge in Clini-base
- Preparation of clinic lists, Retrieval of ACH charts and test results when requested

- Receiving and directing calls from various physicians, patients
- Maintain neatness of exam rooms
- Preparation of new charts and the completion

Bridgewater Bank

**Funder**

**Underwriting Associate**

**Recoveries Officer, Administration**

**Administrative Assistant to Education and Development**

2008-2012

- Proficient in several positions within the mortgage department, including: funding, underwriting and recoveries.
- Direct interaction with internal and external stakeholders including lawyers, brokers and individual clients constituted a large portion of my portfolio
- Excellent administrative and operation support for multiple managers
- Establish priorities and co-ordinate administrative workflow
- Manage critical deadlines
- Telephone and email communication
- Providing training and education support to our banking team
- Preparing documents and manuals
- Data entry
- Filing, faxing, scanning, photocopying & courier

Calgary Health Region

**Site Secretary, Administrator, Unit Clerk**

2006-2008

- Site Secretary for the Director of the South Calgary Health Centre.
- First point of contact for the site, building maintenance, supplies and general supporter
- Calendar room bookings for entire building
- Telephone and e-mail communication
- Scheduling for 30-40 physicians
- Medical billing
- Photocopying, faxing, courier
- Alberta Children's Hospital. Unit Clerk

Calgary General Surgical Associates

**Administrative Assistant**

2001-2006

- Administrative Medical Assistant to two General Surgeons
- Providing daily support, professionally and personally
- Calendar organizing
- Surgical booking and clinic bookings
- OR and trauma billings

- Assisting with medical procedures
- Light accounting
- Office supplies
- Fax, photocopying, filing and courier

### **Computer Skills**

- Outlook, Windows Vista, Windows XP
- Excel, Access, PowerPoint, Word, Quickbooks, Simply Accounting, ARTS & EPS, Wolf EMR, Clini-base, E-People, FOIP, NetCare, Scheduler, Healthquest
- Learn new software applications quickly
- Above-average familiarity with Internet use

### **Education and Training**

#### **Reeves College, Calgary AB**

Oil and Gas Administrative Assistant Program, 2012

#### **Mount Royal College, Calgary AB**

Biology 30, 2006

#### **Mount Royal College, Calgary AB**

Event Planning, 2003

#### **KDM Career Centre, Calgary AB**

Medical Office Administrative Assistant, 1993

#### **Lord Shaughnessy High School, Calgary AB**

High School, 1992

### **Volunteer and Community Involvement**

- Organizer – “Weekend to End Breast Cancer”, 2009
- Food Service – Calgary Drop in Centre, 2012
- Volunteer – Habitat for Humanity, 2011
- Volunteer – United Way, 2010-2012
- Bridgewater Bank - Social Committee, 2008-2012
- Calgary Clinic Managers 2016-2017
- Alberta Association of Clinic Managers 2016-2017