

# Samantha Austin

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## SUMMARY

Department Technician and **nursing staff coordinator** with six years of healthcare administrative support experience, including more than four years focused on nursing schedules, attendance controls, leave tracking, staffing records, and **performance improvement reporting**. Coordinates daily assignments across inpatient units by balancing coverage needs with voluntary and mandatory overtime, seniority based vacation practices, **incidental annual leave**, sick leave, call offs, and changing unit demands. Reviews **time and attendance records**, identifies recurring patterns, tracks corrective actions, and maintains confidential medical leave information for nursing leadership. Prepares clear reports from operational data and recommends practical workflow changes based on recurring issues. Experience in behavioral health and hospital settings supports accurate decisions, consistent policy application, discreet communication, and reliable administrative records that help nursing operations run safely and efficiently.

## EXPERIENCE

### Senior Nursing Operations Technician

April 2024 - Present

Harbor Point Behavioral Care

*Grand Rapids, Michigan*

Leads daily staffing administration for multiple inpatient nursing units, supporting coverage decisions, attendance review, leave coordination, corrective action records, and performance improvement reporting. Partners with nursing leadership to keep operational information current and support consistent policy decisions.

- Coordinated inpatient nursing assignments around call offs, approved leave, overtime availability, and **unit coverage** requirements.
- Applied overtime, vacation, annual leave, and **sick leave** policies before finalizing daily shift rosters.
- Analyzed attendance records and reported recurring lateness, absence, and leave patterns for nursing leadership review.
- Tracked pending and issued **corrective actions** with confidential supporting records for consistent follow up.
- Updated **medical leave** and disability information, aligning **staffing records** with restrictions and return to work details.
- Validated **performance improvement data** and summarized trends that informed staffing workflow changes.

### Nursing Staffing Coordinator

February 2022 - March 2024

West River Medical Center

*Wyoming, Michigan*

Managed nursing coverage schedules for inpatient services while maintaining overtime, vacation, attendance, leave, and corrective action records. Consolidated operational information into reports that helped nurse managers discuss coverage pressure, documentation needs, and practical process improvements.

- Built inpatient coverage schedules by comparing staffing plans, absences, leave approvals, and available personnel.
- Maintained overtime and seniority based vacation records, giving nurse managers traceable assignment decisions.
- Prepared attendance exception reports that directed leadership discussion about recurring employee availability patterns.
- Updated confidential leave files from medical and disability correspondence so **staffing records** stayed current.
- Organized counseling and corrective action documentation, preserving continuity across staffing coordinator handoffs.
- Consolidated staffing data into reports that supported discussions about recurring coverage pressures.

### Administrative Support Technician

January 2021 - January 2022

Pine Valley Health Network

*Muskegon, Michigan*

Supported nursing administration with rosters, schedule changes, leave records, timekeeping reconciliation, and operational reporting for hospital based clinical teams. Maintained dependable records and coordinated timely communication across staff, supervisors, and nursing managers.

- Supported **nursing administration** with rosters, schedule changes, leave records, and daily clinical requests.
- Reconciled timekeeping entries against staffing schedules and routed discrepancies with source documentation.
- Maintained confidential attendance and leave files for operational and personnel decisions.
- Prepared staffing spreadsheets and reports, checking entries before distribution to nursing managers.
- Coordinated schedule notifications with clinical staff and recorded acknowledgments during frequent shift changes.
- Documented recurring scheduling issues and proposed tracking steps for easier administrative follow up.

### Administrative Support Assistant

October 2020 - December 2020

Cedar Ridge Community Hospital

*Holland, Michigan*

Provided supervised **administrative support** for nursing operations by maintaining schedules, contact lists, leave records, attendance documentation, staffing counts, and approved communications. Built early experience with confidential personnel information, policy based updates, and dependable recordkeeping.

- Maintained **nursing schedules**, contact lists, and **administrative records** under staffing leadership direction.
- Entered approved schedule changes and leave information after verifying employee and date details.
- Prepared attendance documentation and organized supporting records for supervisor review.

- Compiled staffing counts and schedule information into spreadsheets for nursing operations discussions.
- Communicated approved scheduling updates and recorded acknowledgments for a clear administrative trail.
- Supported nursing leaders while building practical policy awareness and recordkeeping discipline.

PROJECTS

Inpatient Coverage Review  2024

Reviewed recurring coverage pressures across inpatient nursing units, organizing staffing, absence, leave, and overtime information into a practical administrative view for leadership discussion.

Attendance Reporting Workflow  2023

Structured attendance exceptions, leave updates, and corrective action records into recurring reports that supported consistent follow up by nursing managers.

LEADERSHIP & AWARDS

- Recognized by nursing leadership for dependable staffing coordination during frequent inpatient coverage changes.
- Commended for accurate handling of confidential attendance, leave, and corrective action records.

EDUCATION

Bachelor's Degree in Health Services Administration

2020

Grand Valley State University GPA: 0

Allendale, Michigan

*Coursework: Healthcare administration, healthcare finance, human resources, organizational behavior*

CERTIFICATIONS

- Healthcare Privacy Training  2020
- Workplace Safety Training  2020

TECHNICAL SKILLS

- **Scheduling Systems:** Staff rosters, shift assignments, coverage tracking
- **Attendance Records:** Timekeeping records, absence logs, attendance reports
- **Leave Administration:** Medical leave, disability correspondence, sick leave
- **Overtime Administration:** Voluntary overtime, mandatory overtime, overtime records
- **Vacation Administration:** Seniority vacation, annual leave, leave approvals
- **Performance Reporting:** Performance improvement data, trend reports, recommendations
- **Corrective Action Records:** Attendance counseling, disciplinary actions, action tracking
- **Healthcare Operations:** Inpatient nursing, behavioral health, hospital administration
- **Data Management:** Spreadsheet reporting, record validation, data reconciliation
- **Administrative Documentation:** Confidential files, source documentation, operational records

SKILLS

- |                          |                                |                             |                         |
|--------------------------|--------------------------------|-----------------------------|-------------------------|
| • Staff scheduling       | • Corrective action tracking   | • Sick leave                | • Operational reporting |
| • Nursing coordination   | • Performance improvement data | • Administrative support    | • Data analysis         |
| • Attendance analysis    | • Overtime policy              | • Healthcare administration | • Policy application    |
| • Medical leave tracking | • Vacation administration      | • Confidential records      |                         |

PROFESSIONAL AFFILIATIONS

- Healthcare administrative operations professional focused on nursing staffing, employee records, and service continuity.
- Behavioral health and hospital operations contributor committed to practical process improvement and respectful collaboration.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST