

Charlotte Grant

Office Manager, Behavioral Health Administration

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📍 York, PA 17401

STRENGTHS

- 🗨️ **Client communication**
Handled urgent calls and reminders with calm follow through. Staff relied on clear messages when client needs changed.
- 📁 **Records accuracy**
Chart reviews caught missing details before billing handoff. That small check kept clinical and administrative work aligned.
- 📅 **Scheduling coordination**
Balanced physician calendars and intake appointments daily. Colleagues often sought help when competing requests surfaced.
- 🔒 **Confidential service**
Protected sensitive behavioral health information across calls, mail, charts, and faxes. Trust shaped every routine task.
- ⚙️ **Office readiness**
Tracked supplies and equipment needs before disruptions grew. Reliable preparation kept staff focused on client care.

SKILLS

Office management

Client scheduling

Physician calendars

Eligibility verification

Chart maintenance

Encounter forms Billing support

Attendance reporting

Intake administration

Discharge records

Phone management

Correspondence Mail processing

Office inventory Confidentiality

SUMMARY

Behavioral health administrative professional with five years supporting outpatient and community based service offices. Coordinates **client scheduling**, physician calendars, intake administration, reminders, calls, voicemail, correspondence, mail, and daily office workflow with steady attention to client needs. Maintains accurate charts, encounter forms, **progress notes**, attendance records, **emergency contacts**, transportation details, and discharge documentation. Verifies **medical assistance eligibility** and prepares dependable information for billing teams, school districts, clinicians, and site leadership. Manages supplies, equipment service requests, spreadsheets, lunch counts, and monthly communications. Current PA Criminal, PA Child Abuse, and FBI Clearances support work in confidential behavioral health settings. Collaborative communication helps clinical and business teams keep services organized, timely, and respectful.

EXPERIENCE

Office Coordinator

Keystone Behavioral Wellness 📅 July 2024 - Present 📍 York, PA

Coordinates daily administrative operations for an outpatient behavioral health office serving approximately 140 active clients. Supports scheduling, records, communications, eligibility, billing readiness, supplies, equipment service, and site reporting while connecting clinical workflows with dependable front office execution.

- Coordinate outpatient scheduling, **records**, and **communications** for approximately 140 active behavioral health clients.
- Maintain physician calendars and reminder calls, resolving conflicts that support attendance and continuity of care.
- Review **encounter forms** and progress notes before billing handoff, returning discrepancies through correction workflows.
- Verify **medical assistance eligibility** and update administrative records for accurate coverage information.
- Maintain weekly charts, emergency contacts, transportation details, admissions, and orderly discharge record closure.
- Track **supplies**, equipment service requests, **correspondence**, mail, and recurring spreadsheets for site leadership.

Administrative Specialist

Allegheny Community Counseling Services 📅 January 2023 - June 2024 📍 Harrisburg, PA

Supported front office administration for community counseling programs, balancing client communication, intake scheduling, confidential records, **attendance reporting**, meal coordination, correspondence, and billing preparation. Worked with clinical staff and school linked services to keep information accurate and current.

- Routed calls and **voicemail** to clinical staff, documenting time sensitive client messages accurately.
- Scheduled intake appointments and clinician visits, confirming information and communicating approved appointment reminders.
- Maintained paper and electronic **charts**, opening records, updating data, and completing discharge filing.
- Prepared monthly attendance summaries for school linked services and validated **billing** information.
- Processed **faxes**, **letters**, memos, mail, and correspondence while protecting confidential behavioral health information.
- Managed daily meal counts and lunch communications, keeping distribution records accurate for monthly reconciliation.

Administrative Assistant

Susquehanna Family Services 📅 October 2021 - December 2022 📍 Lancaster, PA

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Office Coordinator at Keystone Behavioral Wellness (2.2 Years)
- Administrative Specialist at Allegheny Community Counseling Services (1.4 Years)
- Administrative Assistant at Susquehanna Family Services (1.2 Years)

Provided administrative support for a social service agency serving children and families. Managed phones, confidential communication, files, spreadsheets, mail, supplies, and equipment coordination, building a reliable foundation in client centered office operations.

- Answered multi line phones and routed requests based on urgency, purpose, and available staff.
- Recorded messages and maintained emergency contact references for case and clinical teams.
- Prepared **spreadsheets**, charts, letters, and **memos** supporting appointment tracking and management reporting.
- Organized client files and completed scheduled record checks for consistent service documentation.
- Monitored supply levels and placed replenishment requests before essential materials reached minimum stock.
- Sorted mail, prepared outgoing deliveries, and coordinated equipment maintenance during operating hours.

PROJECTS

- Behavioral Health Records Workflow 📅 2024**
Improved weekly chart maintenance through consistent demographic updates, eligibility checks, encounter review, and orderly discharge closure. Supported accurate billing preparation and dependable clinical access.
- Community Attendance Reporting 📅 2023**
Coordinated attendance summaries for school linked services and maintained validated client information for billing setup. Clear monthly records supported communication among programs, schools, and administrative teams.

LEADERSHIP & AWARDS

- Trusted administrative resource for accurate charts, billing documentation, and dependable client follow up.
- Recognized through expanded responsibilities supporting scheduling, records, eligibility, correspondence, and office operations.

EDUCATION

High School Diploma
William Penn Senior High School 🎓 GPA: 4.0 📅 2021 📍 York, PA
***Coursework:** Office administration, communication, records management, mathematics*

CERTIFICATIONS

- PA Criminal Clearance 📅 2026
- PA Child Abuse Clearance 📅 2026
- FBI Clearance 📅 2026

TECHNICAL SKILLS

- **Office Applications:** Microsoft Office, Word, Excel
- **Scheduling Systems:** Physician calendars, intake scheduling, appointment reminders
- **Records Management:** Paper charts, electronic charts, discharge filing
- **Billing Documentation:** Encounter forms, progress notes, billing handoff
- **Eligibility Administration:** Medical assistance, coverage updates, client verification
- **Communication Tools:** Telephone, voicemail, fax
- **Document Preparation:** Letters, memos, spreadsheets
- **Mail Operations:** Incoming mail, outgoing mail, mail distribution
- **Reporting Tools:** Attendance reports, monthly reports, client charts
- **Office Operations:** Supply inventory, equipment maintenance, lunch counts

PROFESSIONAL AFFILIATIONS

- Behavioral health administration, supporting confidential records and client centered service coordination.

- Community counseling services, partnering with clinicians, school contacts, transportation providers, and billing teams.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST