
Roland Brock

Administrative Coordinator

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Oak Grove, MO
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EXPERIENCE

Children's Mercy Hospital, Kansas City, MO

Administrative Coordinator

January 2022 – November 2025

Provides administrative support to the Infectious Diseases/pathology departments including composing and typing routine correspondence and/or reports, completing administrative projects such as creating and updating databases, coordinating travel arrangements, records and transcribes assigned committee meeting minutes, provides assistance in preparing various materials for meetings, scheduling/coordinating meetings, maintaining department filing system, and performing accounts payable/receivable activities.

- Maintains and coordinates schedules of faculty and research coordinators/faculty within the department.
- Coordinates, maintains and updates research directors' calendar/schedule and speaking engagements. Reminds of meetings/events, identifies and resolves conflicts, responds to request for presentation materials and documents before the given deadline, and collects and maintains potential conflicts of interest.
- Arranges and coordinates seminar/travel arrangements for faculty, APRNs, and research coordinators, including registration, airline, shuttle or other transportation. Acquires and communicates directions to hotel, shuttle, meeting locations, etc.
- Schedules and coordinates special meetings and functions: notifies internal & external personnel, reserving location, schedules meeting room, reserves equipment and supplies for meetings, and coordinates catering, as needed.
- Schedules, coordinates, and Attends general Research Coordinator meetings and COVID Research Coordinator meetings. Solicits agenda items, coordinates speakers, prepares and distributes agendas, transcribes, distribute, and maintains minutes of Research Coordinator meetings.
- Supports PRIDE Lab Investigators work group. Updates accomplishments, schedules meetings, collects agenda items.
- Assist w/ preparing and proofing grant applications, formatting of manuscripts, abstracts, and scientific and academic posters, including preparation of tables or graphics.
- Create and maintains EndNote libraries, helps to gather articles or bibliographies, enters needed citations into grant applications, reports, and manuscripts.
- Crafting, formatting and/or maintain bio-sketches for NIH submissions.

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- Help maintain faculty and research coordinators bios and curriculum vitae's, as needed.
 - Assists with the submission, requested revisions, and resubmission on manuscripts to various online submission sites.
 - Facilities contracts through the review process, obtains ID signatures, and submits final version.

American Academy of Family Physicians, Leawood, KS - *Programs Specialist*

March 2019 - September 2021

Managing all aspects of the Family Medicine Leads program, including budget management, program administration, communication with all stakeholders, and meeting planning. Coordinates and assists the management of Family Medicine Discovers program within the AAFP National Research Network.

- Budget Management
- Program Coordination
- Communication and Organization skills
- Meeting Planning
- Multi-faceted support
- Recording Secretary and Notes
- Planning and Review of Committee Meeting and Board of Trustees

Oak Grove Rental, Oak Grove, MO - *Service Technician*

May 2017 - March 2019

- Secure financial and historical rental history of all clients
- Organization and management of all company/client records in accordance with employer policy and government regulations
- Provide all operation instructions to clients on rental equipment
- Produce timely and detailed service reports
- Diagnose errors or technical problems and determine proper solutions
- Manage on site installation, repair, maintenance
- Providing service and customer support during field visits or dispatches
- Comprehend customer requirements and make appropriate recommendations

Shook, Hardy and Bacon, Kansas City, MO - *Records Supervisor*

December 2015 - May 2017

- Provides ongoing guidance and education to department management and practice groups, across the firm, on proper records methodology and the standard operating procedures required to successfully support the evolution from paper to electronic records.
- Audit records work product to maintain quality assurance, reviews and communicates results with employees and provides guidance.
- Assists in drafting of department manuals, forms, procedures, job descriptions etc.

- Developed training presentation for new hire staff for understanding and comprehension.
- Provides input on policies and record retention policy.
- Monitors and tracks department production statistics, directing resources as needed.
- Keeps managers abreast of current issues and problems as they develop and seeks guidance as needed.
- Carries out supervisory responsibilities in accordance with the organization's policies.
- Responsibilities include interviewing, hiring, and training employees, planning, assigning, and directing work, appraising performance, addressing complaints and resolving problems.
- Generally accepted recordkeeping in accordance with ARMA.

C.H.O.I.C.E.S, Harrisonville, MO - *Support Coordination Manager*

March 2009 - December 2015

- Provided oversight to a team of 9 employees.
- Assisted with legal documentation that had been drafted and revised.
- Drafted legal doctrine for governmental reviews.
- Served as the facility Security Officer for HIPAA compliance at the facility making sure no breach of information occurred and protected information was kept within the confines of the secure building, and was responsible for creating reports of the results of compliance on a quarterly basis in addition to staff training over compliance.
- Responsible for the annual completion of the HIPAA Risk Assessment Analysis to prevent present and potential breaches of information for the entire facility.
- Experience in Quality Assurance of maintaining records department and files of clients served while maintaining the integrity of the file.
- Conducted multiple interviews to potential qualified applicants applying for employment with the facility.
- Conducted training of the selected new hires once chosen for the vacancy.
- Fostered a teamwork/open-door environment conducive to positive dialogue across the entire department to attempt to overt turnover amongst the department of Targeted Case Management.
- Created original organizational system utilized by the company for deadline meeting and tracking purposes. • Assisted in the increase of efficiency of meeting deadlines and profit margin with no loss or recoupment.
- Assisted in charting and proposals of project information for review and submission of quarterly projections.
- Introduced first formal department procedure for corrective action plan for disciplinary procedures regarding employee expectations, conduct and policies of the department.
- Trained multiple newly hired service coordinators providing one on one training sessions which would contribute to sound support coordination services provided by employees.

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- Completed the revised training program for the entire department to provide for more efficient and properly trained staff increasing productivity and profitability of the department overall.
 - Initiated an employee compatibility assessment program to assess and create a better employee working environment for all staff throughout the department.
 - Assisted in the billing of services provided by the department for payment through Missouri Medicaid.
 - Head facility trainer in Nonviolent Crisis Intervention certified November 2014 provides annual and initial training of the program for the facility.

EDUCATION

University of Central Missouri, Warrensburg, MO - BS Degree

December 2006

- Dean's List
- Major Criminal Justice
- Minor Sociology

SKILLS

- Experience in conducting interviews of applicants and training of new hire candidates for employment.
- Well versed in technology equipment such as scanning, printers, and office computers.
- Highly efficient in Microsoft Word, Power-Point, Excel, Outlook and Access.
- Extremely well organized, with the ability to meet deadlines and complete multiple tasks.
- Excellent communication skills, written and verbal.
- Experience training current and new staff on policies, procedures, job tasks and position requirements over 6 years.
- Administrative Experience
- Budget Management
- Social Work