

MONTEITH MITCHELL (she/hers)

SUMMARY: I am goal-oriented, organized, and friendly with diverse work experience in human services and education, seeking to provide professional support to promote stability and wellness for residents of low-income communities. My key attributes include reliability, flexibility, and ability to build rapport quickly with people of all ages and backgrounds. Specific skills include:

- Self-starter with a collaborative attitude and able to work independently or as a team member
- Proactive, sound, and creative problem-solver with administrative management experience
- Ability to develop a positive rapport and build collaborative working practices with multiple stakeholders, including volunteers and in-kind donors
- Proficient with PC and Mac software

EDUCATION:

MA Graduate in Elementary Education/Instruction and Curriculum; Colorado Certification Type A
University of Colorado at Boulder, Boulder, CO - 1992

BS Graduate Communication Arts/Broadcast Journalism - Xavier University, Cincinnati, OH - 1980

PROFESSIONAL EXPERIENCE:

Volunteer & In-Kind Donations Coordinator - Grassroots Crisis Intervention Center – 12/2020 to present

Responsible for recruitment and management of volunteers and solicitation and management of in-kind donations for 24-hour crisis intervention center and emergency homeless shelter.

- Track volunteer hours, create reports, maintain volunteer database, and provide recognition gifts
- Build and maintain positive, long-term relationships with volunteers and donors
- Plan and organize shelter events
- Other administrative/management duties as assigned

Volunteer and HR Coordinator - Grassroots Crisis Intervention Center – 5/2018 to 11/2020

- Responsible for recruitment, hiring, on/off boarding, health benefits enrollments, and separation
- Recruited/managed volunteers, submitted monthly reports and created volunteer scope of work
- Managed children's programming and managed Holiday Giving Assistance Program
- Submitted background checks for new applicants and assisted with employee benefits/open enrollment
- Assisted with FMLA, short-term disability, and workman's compensation requests
- Maintained present and past personnel files
- Submitted external job postings to websites and emailed applicants of status
- Assisted with external employment verification requests
- Fulfilled Maryland State Directory of New Hire registry and posted federal/state compliance posters

Administrative Assistant - Grassroots Crisis Intervention Center – 12/2014 to 05/2018

- Managed bi-weekly payroll processing and maintained employee and shelter client files
- Prepared labor reports for various grant reimbursements and served as liaison to insurance broker
- Assisted with hiring procedures, job listings, and employment verifications
- Supported case managers and residents with administrative needs
- Answered phones and prepared correspondence for Executive Director
- Supervised lobby volunteers and assisted employment services volunteers
- Ordered office supplies and printing materials, replenish petty cash funds
- Recorded food purchase receipts for shelter meals for grant reimbursement

Admin. Assistant/Health Ins. Coordinator, Apex Counseling Center, Baltimore, MD – 5/2010 to 12/2013

- Doubled revenue from electronic commercial health insurance claims and client accounts
- Assisted with substance abuse program certification, correspondence, management, and progress
- Updated personnel files of psychotherapists based on Maryland regulations and new employee handbook
- Managed audits of medical charts based on the State of MD Dept. of Health and Mental Hygiene

PRP Activity Coordinator - Paradise II Adult Psychiatric Rehabilitation Program 10/2009 to 1/2012

- Partnered with Rehab Specialist to development Individual Rehab Plans for adults with psychiatric disabilities such as Major Depressive Disorder, Anxiety, Bipolar Disorder, Schizophrenia, Schizoaffective Disorder and Dementia, resulting in increased individual and group community involvement.

Activity Coordinator - Paradise Adult Medical Day Care, Baltimore, MD – 9/2009 to 8/2010

- Prepared quarterly client activity assessment forms in accordance with Maryland regulations
- Developed monthly daily activities for adults with physical and/or psychiatric disabilities

Director of Executive Communications - College of Charleston, Charleston, SC – 09/2007 to 09/2008

- Drafted and researched background information for president's speeches, remarks, and emails

University of Colorado at Boulder 08/1996 to 09/2007:

- Director of Internal Communications, University Communications 2/2004 to 09/2007
- Associate Director of Special Projects, University Communications 01/1999 to 02/2004
- Assistant to the Vice Chancellor for Student Affairs 08/1996 to 01/1999