Jordan Ellis

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U.S. citizen

SUMMARY

Program support assistant with two years of federal office support at the GS-5 level and three years of front-office work in a busy clinic. Schedules meetings, enters travel and time records, tracks correspondence to deadlines, and keeps shared files in order.

WORK EXPERIENCE

Office Assistant, GS-0303-05
U.S. Department of Agriculture, Farm Service Agency, Lakewood, CO
08/2023 – Present | 40 hours per week

- Scheduled 30 to 40 meetings a month for a five-person program office, booking rooms and video links, and sent agendas two working days ahead.
- Entered travel authorizations and vouchers for 14 staff in the agency travel system; checked receipts against the travel policy before each submission.
- Entered and checked biweekly time records for 22 employees and resolved missing entries with supervisors before each pay period closed.
- Logged incoming correspondence in a tracking spreadsheet, assigned each item to a staff member and sent reminders three days before each due date.
- Drafted routine letters and memos for the branch chief's signature from templates, checking names, dates and figures against the case file.
- Reorganized the office's shared drive into folders by program year and wrote a one-page guide so new staff could find records.
- Ordered office supplies through the purchase card holder, keeping a monthly log that matched every order to a receipt.
- Greeted visitors, checked them in under the building's visitor procedure and directed program questions to the right specialist.
- Prepared monthly reports of open correspondence for the branch chief, listing each item, its owner and its due date.
- Covered the front desk and phones for a second office of eight staff during their assistant's two-month leave.

Front Office Coordinator
Riverside Family Dental, Aurora, CO
05/2020 – 07/2023 | 40 hours per week

- Booked and confirmed about 60 patient appointments a day across three providers, using the clinic's scheduling software.
- Answered phones and emails from patients and insurers and routed billing questions to the office manager the same day.
- Kept the supply log in Excel and placed reorders when stock reached the minimum level set by the office manager.
- Trained two new front-desk staff on check-in, scheduling and privacy procedures.
- Collected payments and balanced the cash drawer at the end of each day, reporting differences to the office manager.
- Scanned and filed patient forms in the records system within one working day of each visit.

Student Assistant, Registrar's Office
Community College of Denver, Denver, CO
09/2018 – 05/2020 | 20 hours per week

- Filed and retrieved student records, answered walk-in questions about forms and deadlines, and entered address changes into the student records system.

EDUCATION

Community College of Denver, Denver, CO
Associate of Applied Science, Business Administration, 05/2020, GPA 3.3

VOLUNTEER EXPERIENCE

Volunteer Shift Coordinator, Denver Community Food Bank, Denver, CO | 03/2019 – Present | 4 hours per week
Schedule 12 to 15 volunteers for each Saturday shift and keep the sign-in records the food bank uses for its grant reports.

TRAINING

Records Management for Federal Employees, 11/2023 | Travel Card Program Training, 09/2023 | Plain Writing for Federal Staff, 02/2024

SKILLS

Microsoft Word, Excel, Outlook and Teams; agency travel and timekeeping systems; typing 60 words per minute.