

KATHE SETZER

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ADMINISTRATIVE ASSISTANT

Detail-oriented administrative specialist leveraging accomplished track record providing support across departments to facilitate maximum organizational productivity. Possess exceptional project management skills, prioritizing procedures and projects according to importance and deadline.

AREAS OF EXPERTISE

- Plan and execute small and large-scale special events, negotiate reserving conference rooms for managerial staff, preparing materials and overseeing other critical arrangements according to precise time and budgetary restraints.
- Develop and manage projects designed to increase efficiency of documentation and reduce financial waste.
- Generate, organize, update and ensure integrity of databases and spreadsheets containing confidential client and operational information.
- Utilize wide spectrum of computer programs, including MS Office Suite, Adobe Acrobat 7, and PageMaker, to execute diverse array of common administrative procedures.

EXPERIENCE HIGHLIGHTS

HOSPICE AND PALLIATIVE CARE OF GREENSBORO – Greensboro, NC

2000 to 2008

Administrative Assistant, 2000 to 2008

Basic support to Director of Support Services and performed advanced administrative functions and managed special projects to ensure continued efficiency of support services department.

Completed full range of office management activities as indicated by operational needs of social services staff. Maintained comprehensive files containing regulatory documentation and valuable resources. Reviewed employee database entries to ensure compliance with stringent regulations. Recorded work hours and absences for 19 departmental employees. Systemized extensive Excel calendar outlining professional development sessions for entire team, notifying associates of upcoming events and scheduling changes. Prepared and distributed essential correspondence and reports to team members. Coordinated travel and accommodations for off-site training sessions and reserved conference rooms for meetings. Implemented computer expertise to provide database training to employees. Offered assistance across departments to boost productivity throughout organization.

- Directed large-scale special event attended by 300; developed engaging PowerPoint presentation, prepared informational correspondence, managed invitations, obtained essential volunteer support, and managed other critical logistical details.
- Revamped all-inclusive guidebook to improve ease of access to information and visual appeal; manual outsourced at a reduced cost for continued future use.
- Streamlined documentation procedures by proposing and completing intensive 6-month project to establish form standards and prevent future inconsistencies.
- Supervised volunteers for clerical and special projects

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Database Specialist, 1996 to 2000

Received monetary donations and recorded information in comprehensive philanthropic database; generated daily reports and distributed to finance department for review. Performed complex database queries for leadership to uncover potential contacts for participation in fund-raising events and campaigns.

- Instrumental in success of organization's most successful fund-raising event; provided invaluable database support, prepared program cover, and coordinated volunteer participation.

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*Additional experience as **Administrative Assistant / Coordinator** for Ashley Manor Furniture of High Point, NC; **Records Specialist** for High Point Police Department of High Point, NC; and **Optometric Assistant** for Dr. Marshall and Dr. Allen Ginsburg of High Point, NC.*

PROFESSIONAL DEVELOPMENT

Raiser's Edge Philanthropy Database – Extensive Training — BLACKBAUD INC, Charleston, SC

HomeWorks/Medical Information Technology Software, Custom Design
Cerner Corporation, Kansas City, MO

Microsoft Office Suite — New Horizons, Greensboro, NC

Adobe PageMaker and Adobe Acrobat 7 — New Horizons, Greensboro, NC

REFERENCE

- **Jane Gibson**
Hospice and Palliative Care of Greensboro, Public Relations (336) 621-2500
- **Mary Jenkins** (336) 478-2525
Hospice and Palliative Care of Greensboro, IT Dept. (336) 580-5039
- **Jack Heath** (336) 288-0094
Retired Chaplain for Hospice and Palliative Care of Greensboro and current volunteer
- **Kim Stakias**
Hospice and Palliative Care of Greensboro, Finance Dept. (336) 478-2555