

# MAGEN BROOKS

● Seattle, WA ●

**DRIVEN, DEDICATED, AND SKILLED PROFESSIONAL** known for being a proactive problem solver with an eye for detail in managing a myriad of functions for diverse-industry employers. Professional career spans over 13 years in industries such as: distribution, retail, entertainment, manufacturing, health care, aviation, and maritime.

## PROFESSIONAL EXPERIENCE

PUGET SOUND PILOTS – Seattle, WA

**Office Manager**, 7/2021 to present

- Management
  - Employee relations and confidential HR matters.
  - Supervise staff performance, perform evaluations, and effectively recommend personnel actions.
  - Ensure accounts are in order when necessary.
  - Responsible for personnel policy development and monitoring.
  - Effectively recommend discipline and discharge.
- Business Affairs
  - Advise on Insurance.
  - Ongoing responsibility for administrating current collective bargaining agreement.
  - Work with auditors on preparation of the financial statement.
  - Liaison with outside attorneys, including on matters related to labor relations and employment issues, when necessary.
  - Complete discovery requests and prepare written and oral testimony in rate cases to the Utilities and Transportation Commission, when requested.
  - Negotiate and draft contracts with vendors and suppliers.
  - Prepare annual budget.
  - Bank Relations.
  - Transportation data analysis and reporting.
  - Review and approve Pilot expense reimbursements.
  - Maintain current business licenses and permits as needed
  - Liaison with building leasing management and parking office as needed.
  - Accounts receivable collections.
  - Review current processes and systems and make recommendations for improvement.
- Membership
  - Day to day communication with members on questions and issues.
  - Help orient new pilots, especially to political and strategic objectives.
  - Advise pilots involved in incidents.
  - Help keep the members consistent with our communications themes.
- Assist the President
  - Assist with drafting correspondence, documents, and other papers and communications for the President.
  - Research issues on a wide range of matters pertinent to the organization.
  - Confer with the President and Board on strategic, operational, and business-related issues.
  - Other duties as assigned by the President.
- Board of Directors
  - Help develop and prepare agenda.
  - Put together packet for board meetings and take minutes at said meetings.
  - Follow through with various action items stemming from the decisions made at the Board Meeting.

OVERAIR – Santa Ana, CA

**Office Administrator**, 5/2021 to 7/2021

- Manage the communication in the A/P inbox and with vendors.
- Process all A/P invoices, credit memos, and aid in controlling expenses by receiving, processing, verifying, and reconciling invoices.
- Charge expenses to accounts and cost centers by analyzing invoice/expense reports and recording corresponding entries.
- Manage and update vendor profiles, as necessary. Resolve purchase order, contract, invoice, or payment discrepancies and documentation.
- Enter and process expense reports for employees, verifying receipts and documentation underlying expense reports.
- Verify vendor accounts by reconciling monthly statements to related transactions and underlying system reports.
- Responsible for office equipment and supply procurement.
- Manage logistics of hosting external visitors and employees from other offices.
- Maintain COVID-19 related equipment and supplies.
- Support various other departments (engineering, facilities, HR) requests onsite.
- Assist with coordinating office events, meetings, and appointments.
- Coordinate with other departments to ensure compliance with established policies.

ERA LIVING – Bellevue, WA

**Administrative Services Director**, 7/2019 to 07/2021

- Direct the day-to-day operations of the 24/7 front desk staff consisting of 8 employees, including: recruiting and training of new hires, ongoing staff training, and managing staff schedules
- Acting Executive Director in their absence
- Assisted in creating and implementing changing COVID-19 policies and procedures for staff and residents
- Responsible for full cycle monthly resident billing process using Navision
- Process semi-monthly payroll for 100+ employees
- Onboarding of new hires across all departments including processing all state and federal paperwork, DSHS background checks, fingerprinting, and orientation
- Process weekly operational accounting including invoices, expense reports, and petty cash reconciliations
- Process payments from residents and responsible for collection efforts as needed
- Ensure paperwork and documentation meets DSHS compliance standards
- First point of contact for billing questions, vendors, and resident requests through the front desk staff
- Maintain office supply levels, scheduling equipment repairs and special item orders when needed
- Responsible for processing paperwork and accounting items related to new resident move-ins, move-outs, and internal transfers, while adhering to strict deadlines

CAREPARTNERS – Edgewood, WA

**Assistant Executive Director**, 6/2018 to 7/2019

- Train new office managers at various locations within Washington and provide ongoing support/training
- Process all A/P and A/R and related reporting
- Monthly billing and collection of rents using Peachtree software
- Medicaid billing processing using ProviderOne
- New hire onboarding and termination processing, handle L&I and UI claims
- Semi-monthly payroll and reporting
- Tracking of employee credentials and licenses for DSHS compliance and yearly audit
- First point of contact for inquires, calls, and marketing tours of the premises for prospective residents and investors
- Plan and coordinate resident activities for the month in advance while adhering to the monthly budget
- Ordering of all office and breakroom supplies and coordination of facility upkeep and repairs

SYREN LATEX / THE STOCKROOM, INC.. – Los Angeles, CA

**Business Office Manager**, 5/2012 to 6/2018

- Responsible for timesheet accuracy, processing bi-weekly payroll and related reports using NovaTime and Primepay
- Employee benefits management including insurance policies, COBRA, PTO, FMLA, and EDD requests
- Implemented new employee wellness and safety programs (MSDS logs, OSHA compliance, Ergonomics initiative)
- Worked closely with our insurance brokers for building and business policy management and renewals/rates
- Full cycle accounts payable and accounts receivable using QuickBooks Enterprise for Manufacturing
- Reconciled multiple bank accounts and credit card statements
- Calculate quarterly royalties for publishing side of the business
- Manage the wholesale department consisting of 2 employees, negotiated pricing and terms with customers
- Solely responsible for all A/R including in house and third-party collections processes
- Managed the company affiliate program including calculating and processing payments
- Ran errands including picking up supplies, hardware, and making bank deposits
- First point of contact for all building and equipment maintenance, contractor bids, and repair requests
- Purchasing and maintaining sufficient levels of all office and kitchen supplies
- Responsible for maintaining required licenses and permits for the business and for the building
- Managed all Ebay and Etsy accounts and sales. Supervised and trained the Ebay/Etsy sales clerks
- Booked all company travel both domestic and international
- Coordinated trade shows, events, classes, and special appearances alongside the marketing and purchasing teams