

# JO ANN BALLARD

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2037 Huckleberry Circle  
Lexington, KY 40514

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## PROFESSIONAL SUMMARY

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Dedicated professional with over 25 years of experience working with parents, children, childcare providers and co-workers. Devoted to improving the quality of life for families and children in Kentucky.

## SKILLS

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- 29 + years of customer service experience
- Working knowledge of Microsoft Office, Word and Excel
- Quick Learner
- Reliable
- Ability to work as a team member or an individual, no supervision needed
- Excellent office and file organization
- Data entry
- Proficient at operating fax-machine, copiers, office phone lines

## EXPERIENCE

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**Child Care Council of Kentucky, Inc. - Lexington, KY**                      **October 1992 - Present**  
**Billing Manager/Specialist**    **December 1998 – Present**

- Data entry of provider billing forms into KICCS (Kentucky Integrated Child Care Systems)
- Communicate with providers via phone and e-mail correspondence
- Mail annual update packets for providers participating in CCAP (Child Care Assistance Program)
- Enter provider CCAP paperwork into KICCS
- Submit monthly reports within timeframes
- Supervision of billing staff – Maintain time sheets, yearly evaluations, discuss employee performance and manage conflict

**Child Care Specialist**    **October 1992 - December 1998**

- Made referrals to parents seeking a child care provider in their region
- Developed and administered trainings to child care providers
- Visited Certified Child Care Provider homes participating in USDA Child Care Food Program to ensure provider was meeting licensing requirements
- Maintained database of Child Care Providers in Bluegrass Region consisting of 18 counties

## EDUCATION

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Master of Science in Home Economics Education/Specialized in Early Childhood Education  
Murray State University, Murray, KY

Bachelor of Science in Home Economics  
Berea College, Berea, KY