



JOB DESCRIPTION: *OFFICE MANAGER*

The Office Manager is responsible for the day-to-day coordination and management of the office, including telephonic and electronic communications, scheduling of in-office personnel, and billing and correspondence. The Office Manager promotes smoothly and expertly run office operations, to achieve [A BETTER ALTERNATIVE TO SENIOR CARE, INC.,] goals of customer satisfaction, quality services, excellent personnel performance, and positive financial outcomes.

REPORTS TO: The Administrator

SUPERVISES: Office Support Staff as assigned on organization chart

QUALIFICATIONS:

- High school graduation required, associate degree or bachelor's degree in business administration or office management preferred in business administration or office management
- Minimum of two years of office management experience in a healthcare related field
- Advanced computer skills in business related applications (Office, Excel, Quicken, Access, etc.)
- Minimum of one-year experience in payroll and healthcare billing
- Possess a current driver's license and a dependable insured automobile
- Provide written proof of health status and ability to lift, bend, and squat the level and amount determined by each job assigned
- Strong grasp of federal and state laws and ethical issues pertaining to PHI confidentiality and HIPAA requirements
- Knowledge of office equipment (printer, fax, computer, etc.) use and simple maintenance
- Possess strong written, verbal, and presentation skills with diverse populations
- Ability to apply problem-solving techniques to assigned duties
- Ability to multi-task effectively
- Ability to collect, interpret, and/or analyze complex data and information



- Knowledge of financial reporting, budget preparation, and accounting principles and Generally Accepted Accounting Principles (GAAP) standards

RESPONSIBILITIES:

1. Demonstrates support for the agency mission statement and philosophy to promote quality, efficient, comprehensive, and effective patient service.
2. Coordinates or performs all office functions, including patient billing and payroll.
3. Responds to employee inquiries regarding benefits, payroll, expense reimbursement, office systems, and related information.
4. Orients new personnel of company policies and procedures related to payroll, billing, and office operations.
5. Participate in performance improvement activities, as needed, and assigned.
6. Recommends/makes arrangements for temporary office help as needed.
7. Supports administrative and patient core personnel by completing correspondence and memos, scheduling appointments and meetings, and filing and retrieving documents.
8. Ensures accurate and timely patient billing by collecting and entering data into computer using GAAP.
9. Initiates, tracks, and maintains up-to-date employee and contract personnel files in compliance with all applicable licensure/certification/accreditation requirements and works with supervisors to ensure timely submissions.
10. Prepares monthly and quarterly operational and financial reports with a summary.
11. Records and maintains minutes of office meetings and in-service education sessions.
12. Oversees accounts payable processing, manages collections, and ensures maintenance of expenditure log. Dispenses and reconciles petty cash.
13. Provides supervision and support to other temporary and permanent office personnel.
14. Prepares/enters payroll into system and responds to employee's payroll inquiries. Records employee vacation/sick/personal days use. Verifies caregiver hours worked and resolves discrepancies.
15. Oversees facility/equipment lease arrangements and interacts/coordinates with outside vendors for office supplies/equipment.



16. Maintains agency policy and procedure manuals with updated additions and deletions.
17. Ensures security of all personnel and clinical records including computer-based documentation. Ensures regular data back up in the event of a disaster.
18. Maintains organization of all home health care reference material.
19. Manages the telecommunication system, computer equipment, distribution, and control of information system updates.
20. Participates in the maintenance of workplace safety.
21. Performs other duties as assigned by the Administrator.

EMPLOYEE ACKNOWLEDGEMENT AND ACCEPTANCE

I acknowledge I have received and read my job description and understand and accept the responsibilities, qualifications, physical demands, and work environment this position requires. I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand management without notice may alter the job functions. I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

Employee Signature

Printed Name

Date: _____

REFERENCES:

CMS 42 CFR 484.11, 484.12, 484.14, 484.48, 484.55(d) Revisions; 484.40; 484.55; 484.100; 484.105; 484.110

ACHC HH1-1A, HH3-2A.01, HH2-4A.01

CHAP CIII.1b; CIII.1c; CQI.1.1

TJC HR.01.02.01; HR.01.05.01; HR.01.02.07