



OFFICE MANAGER

JOB DEFINITION:

Office Manager will ensure the performance of efficient, quality office management procedures to promote a smooth, well-functioning office. Responsibilities will include specialized accounting and clerical tasks, planning, supervision and organizing the work of clerical staff, preparation of various financial and statistical reports, and the promotion of appropriate and efficient office communication

JOB REQUIREMENTS:

Education/Experience: One to two years of clerical/accounting experience or closely related experience and graduation from an Associate Program in Business or Accounting. Equivalent combination of education and experience substituting one year of employment in clerical office work for each year of the required education, or completion of 30 semester hours of the academic equivalent in a post high school business, accounting or closely related curriculum for each year of required experience. Knowledge of office practices and procedures relating to the processing and recording of transactions and accounting information.

Additional Qualifications:

1. Verbal and written communication aptitude to facilitate effective communication with clients, families, and staff. Interpersonal skills sufficient for effective client, family, and staff interaction.
2. Ability to use: computer, typewriter, copier, telephone, fax, and adding machine.
3. Ability to read and post numerical data rapidly and accurately, to make arithmetical computations with speed and accuracy, to maintain billing process. Knowledge of office practices and procedures relating to the processing and recording of transactions and accounting information.

JOB RELATIONSHIPS:

Supervised by: Agency Administrator.

Supervises: Clerical Staff.

STANDARDS OF JOB PERFORMANCE:

1. Clerical procedures are provided in an effective, efficient, and high-quality manner.
 - a. Performs diversified clerical work involving the exercise of independent judgment.
 - b. Types letters, forms, memoranda, billing forms and other forms as necessary.
 - c. Compiles and types regular and special agency reports in assigned programs.
 - d. Verifies that all statistical, financial and special reports are complete, appropriate, adequate, and accurate.
 - e. Maintains confidentiality of client and agency information.
 - f. Maintains various agency files including but not limited to those containing patient listings, visit/service data, rules and regulations, forms, billing accounts, unduplicated census and meeting minutes.
 - g. Files incoming information as related to assigned programs.

- h. Maintains statistics for reports on clinic sessions and directs clinic intake. Responsible for management of the IRIS system including but not limited to data entry, inventory and program update.
 - i. Operates and maintains various office equipment including but not limited to computer, calculator, copier, fax, and Server.
 - j. Adequate office supplies are maintained.
2. Policies/procedures are developed which reflect agency philosophy, purpose and acceptable accounting standards.
- a. Accounting and billing policies and procedures are developed, implemented and evaluated with the assistance of the Agency Administrator.
 - b. Action is taken to correct problems and needs that are identified.
3. Effective communication is encouraged and promoted.
- a. Positive conflict resolution and decision making is evident.
 - b. Attends staff meetings held to promote communication and coordination.
 - c. Keeps informed of administrative policy change.
 - d. Lines of authority/communication are maintained.
 - e. Participation in committee meetings as assigned.
 - f. Minutes of governing board meetings are comprehensive and timely.
 - g. Coordination and cooperation with all local and state agencies is demonstrated.
 - h. Ongoing communication between agency staff is evident.
 - i. Communication with medical community is maintained on a regular basis.
 - j. Ongoing communication with other community agencies and resources is evident.
 - k. Characteristics of dependability are demonstrated.
 - l. Positive attitude and high morale is demonstrated by constructive attitude, good time management and team building activities.
 - m. Role model is one which promotes team building.
 - n. Demonstrates courteous telephone manners in answering phone, routing calls, screening calls and taking messages.
 - o. Demonstrates good public relations to all presenting at the agency for services or information.
 - p. Routes incoming correspondence to the appropriate staff.
 - q. Maintains confidentiality of client and agency information.
4. Adequate staffing for clerical needs is assured.
- a. Assignment of staff to meet agency needs is documented.
 - b. Assist with recruitment, orientation and ongoing training of qualified staff.
 - c. Job descriptions and work assignments are clearly defined and interpreted to staff.
 - d. Supervision and evaluation of clerical job performance is regularly monitored.
 - e. Professional growth of all staff is promoted and encouraged.
 - f. Disciplinary procedures are followed to correct unsatisfactory performance.
5. Fiscal management is demonstrated by accurate and comprehensive financial records.
- a. Financial policies/procedures are established in accordance with local, state and federal guidelines and regulations.
 - b. Client financial records are current and accurate.
 - c. Assigned program statistical records are accurately maintained.
 - d. Billing and accounting procedures are accurately maintained including billing private pay, third party payers and grant sources.
 - e. Clerical budget/financial planning is completed timely in accordance with established policy.
 - f. Status of the clerical budget is maintained and reported to the Agency Administrator.

- g. Cost control efforts are demonstrated.
 - h. Assist the Agency Administrator during her absence in completion of Payroll/Leave Hours.
 - i. Compile Accounts Payable for approval by the Agency Administrator.
 - j. Completes Grant billing in a timely, accurate manner, as assigned by Administrator.
6. Compliance with all state and federal rules and regulations is maintained.
 - a. Keeps updated on various state/federal regulations in assigned programs and seeks interpretation as needed.
 - b. The client grievance procedure is communicated.
 - c. Infection control/safety measures are instituted.
 - d. HIPPA regulations are implemented as required.
 7. Community/Client health education and wellness is promoted.
 - a. Assist in development and implementation of various community health education programs.
 - b. Promotes agency services in the community.
 8. Own personal/professional growth and development is evident.
 - a. Attendance at continuing education programs is evident and consistent with career objectives/needs
 - b. Review of current literature is utilized to develop skills and performance.
 - c. Attends Regional meetings as requested by Agency Administrator.
 9. On occasion must be willing to work an extended and/or flexible schedule and may be required to be available by phone, pager, or both. May be called upon to report to work at anytime in response to an emergency.

OCCUPATIONAL EXPOSURE:

This position requires no occupational exposure to blood, body fluids, or other potentially infectious materials.

PHYSICAL & MENTAL LIMITATIONS/REQUIREMENTS:

1. Job requires occasional to frequent need for moderate physical labor including but not limited to ability to carry or lift up to 25-50 pounds, ability to perform tasks involving bending, stooping, squatting, turning, and reaching, ability to bend and lift at same time, standing for long periods of time, performs tasks of sitting at a desk, and to type 40 words per minute.
2. Job requires the following mental abilities including but not limited to ability to comprehend written/verbal communication, to utilize effective decision-making, and to deal with high stress activities and environments. Requires corrected vision and hearing to normal range.
3. Reasonable modification in job requirements may be possible to accommodate individuals with disabilities.

Approved/Effective date	
Review Dates	
Revision Dates	June 25,2014, 9/3/14

