

## Job Title

Office Manager

### General Summary of Duties:

Manage a clinic, including front office and back office staff. Assist the front office with medical records, appointment scheduling, patient check-in, and patient check-out.

**Reports To:** Director of Front Office Services

**Supervises:** Front and back office staff

**Physical/Mental Demands:** Vision correction to normal range, stand/walk for up to eight hours per day, bending, stooping, or stretching. May require lifting up to 50 pounds. Requires eye-hand coordination, manual dexterity; absence of color-blindness; depth perception; ability to work with detailed materials, and requires use of office equipment. May require pushing patient in a wheel chair.

**Working Conditions:** Normal office and medical clinic environment.

### Essential Functions:

1. Has complete knowledge of all front office duties and functions. Familiar with back office duties.
2. Ensures that clinical functions run smoothly and effectively. Oversees office staff in all functions. Assists front and back office staff in all aspects of their duties when necessary, including but not limited to: answering phones, preparing and pulling charts, registering patients, updating patient information, scheduling appointments, obtaining authorizations, checking out patients, posting payments, running reports, and rooming patients.
3. Responsible for distribution of payments and adjustments.
4. Understands account history and is able to help patients with billing questions.
5. Prepares bank deposit and posts daily. Deposits with assigned bank daily.
6. Maintains patient financial sheets and ensures that counseling has been done for surgery.
7. Facilitates chart information to each provider to complete any dictation necessary.
8. Knows, understands and follows the professional, teamwork, and customer service standards.
9. Familiar with surgical forms, protocols, scheduling processes, and comanagement of patients.
10. Reviews all incoming forms and incorporates new policies into office operations and manuals.
11. Coordinates coverage and assignments designated by supervisor(s).
12. Responsible for housekeeping and maintenance of physical environment to include but not limited to alarms, plumbing, pest control, etc.
13. Responsible for invoices, time cards, vacation requests, petty cash, postage and daily closing reports.
14. Responsible for all reviews, recommendations of merit increases, screening of job applicants, ongoing training of staff, and disciplinary actions.
15. Monitors and controls yearly expenditures within budget.
16. Willing to do whatever tasks are necessary to maintain a service-oriented, efficient clinic.

The job holder must demonstrate current competencies applicable to the job position. Every employee is required to remain updated on company policies and affairs through appropriate sources, such as the internal employee web site.

**Education:**

High school diploma or GED.

**Experience:**

Three years previous experience in a medical setting, some management preferred.

**Requirements:**

Ability to work independently; dedication to patient satisfaction; ability to communicate effectively and to work compatibly; have basic knowledge of scheduling and insurance authorization, and have excellent telephone etiquette.

This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working environment may change as needs evolve.