

Premier Community HealthCare Group, Inc.
Job Description

Job Title: Office Manager
Department: Administrative Support
Reports To: Director of Operation
FLSA Status: Exempt
Prepared Date: 9/2008 **Revised:** 1/2011, 1/2012, 5/2012, 6/2012, 8/2014, 3/2017,
Approved By: Chief Financial Officer (CFO)

SUMMARY: Provides managerial and supervisory support to ensure a smooth functioning medical site with excellent customer service. Troubleshoots and resolves problems as they arise.

ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following, other duties may be assigned.

1. Communicate organizational information and updates.
 - a. Attend office manager, all staff and committee meetings as scheduled.
 - b. Facilitate monthly office meeting include agenda and minutes.
 - c. Inform and monitor team for accurate implementation and follow through.
 - d. Ensure information requested/required is received by assigned deadlines.
2. Ensure building safety for patients and team members.
 - a. Daily walk through to make sure furniture, fixtures and equipment is functioning properly.
 - b. Perform and document sites fire drills.
 - c. Submit and track maintenance work orders for completion.
 - d. Accurately submit signed requisitions for office supplies.
3. Coordinate with Human Resources in recruiting and retention of care team members.
 - a. Communicate the need for emergency staffing needs (i.e. Temp Agencies, Locums etc.).
 - b. Participate in interviewing potential candidates.
 - c. Communicate with HR coaching, warning or retraining needs of care team members.
 - d. Perform annual evaluations.
4. Anticipates staffing needs with other office managers.
 - a. Coordinate care team members and providers work schedules according to hours of operation to ensure adequate coverage.
 - b. Arrange temporary coverage with other offices.
 - c. Communicate daily with "Buddy" office when covering for absent manager.
5. Use of current timekeeping system.
 - a. Monitor employees' work hours.
 - b. Manage overtime and justify.
 - c. Review and approve leave requests.
 - d. Biweekly preform additional payroll duties according to current processes.
6. Working knowledgeable of front office duties.
 - a. Manage and perform effectively and proficiently in front desk role as needed (including scheduling, insurance verification, discount fee etc.).
 - b. Daily office balancing (voids, unapplied funds etc.).
7. Oversees clinical team
 - a. Communicate with Nursing Director as needed to ensure clinical competency and compliance with PCHG protocols/procedures.
8. Ensure patient confidentiality and EMR security at all times.
9. Maintain patient information within HIPAA.
10. Keep other care team members informed when situations occur that disrupts timely patient flow through site.
11. Consistently participates in and actively adheres to patient care expectations to attain clinical goals set forth in the PCHG Health Care Plans and the Quality Improvement / Quality Assurance (QI/QA).

SUPERVISORY RESPONSIBILITIES: Oversee operations at assigned office. Directly manage and supervise office personnel.

GENERAL DEVELOPMENT:

1. Maintains a professional relationship and positive attitude with co-workers, the public, patients and the entire organization.
2. Maintains the highest professional and work ethics.
3. Displays enthusiasm toward the work, mission and vision of the organization.

PROFESSIONAL KNOWLEDGE, SKILLS AND ABILITIES:

1. High School Diploma or GED.
2. Management experience
3. Basic understanding of medical terminology and documentation.
4. Ability to use basic mathematical skills.
5. Able to perform repetitive tasks.

COMMUNICATIONS SKILLS:

1. Exceptional Customer Service skills.
2. Ability to communicate effectively, verbally and in writing.
3. Excellent grammar, spelling and interpersonal skills.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to lift 20 lbs. regularly and 30 lbs.-50 lbs. occasionally.
2. Ability to sit for long periods of time.
3. Direct exposure to computer screen.
4. May be exposed to contagious/infectious diseases.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) serving in this position. Employee(s) will be required to follow any other job-related instructions and to perform any job-related duties requested by any person authorized to give instructions or assignments.

I have received and read a copy of my job description and fully understand the requirements.

CARE TEAM MEMBER PRINT NAME

DEPARTMENT

CARE TEAM MEMBER SIGNATURE

DATE

SUPERVISOR'S SIGNATURE

DATE