

POSITION DESCRIPTION

POSITION TITLE:

Office Manager I

CLASSIFICATION TITLE:

Clinical Support Services Provider 3

POSITION LOCATION:

Sunshine House

POSITION UNDER THE SUPERVISION OF:

Business Coordinator

POSITION SUMMARY:

Position provides administrative and secretarial support for Sunshine House and Transitional Apartment program through a variety of tasks including reimbursement activities of the programs, transportation support, office management and file maintenance.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Oversees the programs' automated accounts receivable system. This involves checking and verifying charges and deposit totals. Collects fees assessed by the agency and posts charges and receipts from billing logs as needed.
2. Conducts financial interviews with case management clients and obtains information from Psychosocial Rehabilitation Counselors' clients to update information as requested by Clinic Office Managers.
3. Insures that monthly billing for all Medicaid services are submitted accurately and timely to Reimbursement staff. Provides assistance to Reimbursement staff as needed for pending, denied and unpaid claims.
4. Keeps abreast of current reimbursement and managed care procedures, policies, and changes through consultation with the Reimbursement Specialist; provides information to clinical and clerical staff regarding reimbursement, managed care and billing functions.
5. Assists clubhouse members by providing information and assistance as appropriate.
6. Maintains program's petty cash fund and reconciles Member's Fund bank account monthly.

7. Maintains incoming check log for all mail receipts, insuring payments are posted in a timely manner or submitted to Administration for deposit.
8. Manages business related transactions related to the Transitional Apartment program and leases.
9. Reviews all program accounts and records monthly for accuracy of application of credit, past due accounts, financial dates, bill types, spend downs, and integrity of other data collection.
10. Requisitions office supplies and equipment, and maintains site inventory for center thru yearly videotaping and documentation of changes between yearly tapings. Works with Purchasing Agent in obtaining office supplies, equipment and maintenance services. Provides assistance to kitchen supervisor in ordering food and supplies.
11. Reviews accounts payable documents for accuracy and timely submission to the Administrative Office for payment.
12. Processes leave and time sheets for staff at site on a monthly basis, calculating leave balances, maintaining a leave log, and forwarding leave balances, LWOP information and timesheets to Payroll Clerk on a timely basis.
13. Oversees the submission of appropriate Management Information System/CCS data to Administrative Office.
14. Oversees maintenance of program's filing systems and scanning of medical records in accordance with agency and State policies and procedures.
15. Submits fee reports to the Reimbursement Specialist as needed.
16. Makes bank deposits for program if needed.
17. Monitors, maintains and inspects site's security and alarm systems and conducts fire drills and safety inspections per agency policies. Issues and maintains agency keys and inventory.
18. Oversees maintenance of program's office equipment and telephone system and assists staff with basic computer issues when IT staff isn't available.
19. Oversees the general maintenance, upkeep, and repair of the program facility and assigned vehicles in conjunction with other appropriate staff in order to ensure the general health and safety of both staff and clients.
20. Management of transportation services related to billing to include coordination of trip requests, standing orders, and cancellations for daily PSR services and social outings as well as Clozaril groups.
21. Assist Reimbursement staff as needed with transportation billing processing and issues.

22. Coordinate Medicaid cab requests for SSH members as needed.
23. Attends job related training and meetings as required.
24. Prepares reports or summaries to keep staff, management, the Board of Directors, the Department of Behavioral Health and Developmental Services and the public informed of service activities, managed care data/utilization review analysis.
25. Performs additional duties as assigned by Supervisor that are consistent with the position and in compliance with agency policies and procedures.

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

Working knowledge of office operations and procedures, of reimbursement and third party billing process; of accounts receivable system; of office equipment; electronic medical records, and, of filing systems maintenance.

Skills:

Skills in using computerized accounts receivable system and electronic medical records system; using office equipment necessary to perform job duties and knowledge of Microsoft Word, Microsoft Excel and Credible EHR preferred.

Abilities:

Demonstrated ability to work closely with and communicate effectively with clients and other professionals; to apply agency and program policies and procedures; to draft routine correspondence; to generate job related data and reports in final form; to problem solve and mediate conflicts; to implement management decisions; to effectively maintain files; to exhibit good attention to detail and detect errors in financial and written material; and, to maintain confidentiality.

QUALIFICATIONS:

Combination of training and experience indicating ability to effectively perform essential job functions. Must have people and problem-solving skills to assist and support clients with severe and persistent mental illnesses and their families.

SALARY RANGE:

Level 2D

FLSA STATUS:

Exempt

VERIFICATION OF ACCEPTANCE OF POSITION RESPONSIBILITIES:

This is to certify that I have read the above position description and accept the duties and responsibilities required of this position.

Employee's Signature

Date

Supervisor's Signature

Date

Chief Operational Officer's Signature

Date

Chief Executive Officer's Signature

Date

Revised October, 2016
Attachment: Organizational Chart

/lep