

## **POSITION DESCRIPTION**

### **POSITION TITLE:**

Office Manager III, Clinical

### **CLASSIFICATION TITLE:**

Clinical Support Services Provider 5

### **POSITION LOCATION:**

Crisis Response Center, TJP Center

### **POSITION UNDER THE SUPERVISION OF:**

Business Coordinator

### **POSITION SUMMARY:**

The incumbent of this position is responsible for overseeing, coordinating and performing administrative and clerical support services for Crisis Response Center located at the Thomas J. Peachey Center. The Crisis Response Center includes agency central Call Center as well as Crisis Services and Crisis Intervention programs. The CRC also provides clerical support for state mandated VICAP process. This individual provides supervision and training to subordinate clerical support staff and is primarily responsible for all business and reimbursement activities of these locations and programs.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

1. Provides training and supervision to other clerical staff members; and performs job performance appraisals.
2. Oversees the Crisis Services Department's 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 service tickets and daily or monthly billing logs.
3. Maintains incoming check log for all mail receipts, insuring payments are posted in a timely manner.
4. Keeps abreast of current reimbursement and managed care procedures, policies, and changes through consultation with the Reimbursement Specialist and Business Coordinator; provides information to clinical and clerical staff regarding reimbursement, managed care and billing functions.
5. Maintains petty cash, change and stamp fund (if applicable) for Crisis Response Center.
6. Insures that monthly billing for all insurance, Medicaid and Medicare services are completed and follows up on all pending, denied or unpaid claims as necessary.

7. 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.
8. Requisitions office supplies and equipment, and maintains site inventory for Crisis Response Center thru yearly videotaping and documentation of changes between yearly tapings. Works with Business Coordinator in obtaining office supplies and equipment maintenance services.
9. Reviews payables for all programs for accuracy, before submitting to the Business Coordinator for signature and payment by Administration. This must be done on a timely basis.
10. Processes leave and time sheets for staff at Crisis Response Center on a monthly basis, calculating leave balances, maintaining a leave log, and forwarding leave balances and timesheets to Payroll Clerk on a timely basis.
11. Processes monthly time sheets for PRN staff for Crisis Services department.
13. Maintains staff schedules for regular and PRN shifts of Crisis Services team.
14. Oversees the submission of appropriate Management Information System data to the Administrative Office.
15. Ensures that necessary forms for outside agency service contracts are completed as necessary for billing services; that the authorized amount of service hours are in compliance; and that billing is done in a timely manner.
16. Oversees maintenance of Crisis Response Center's filing systems and scanning of medical records in accordance with agency and State policies and procedures.
17. Oversees scheduling functions in agency Call Center for new referrals and insures hospital tracking requirements are met.
18. Oversees scheduling of VICAP assessments for agency and collects data required by State and submits to VICAP coordinator monthly.
19. Conducts financial interviews with clients as necessary.
20. Submits monthly fee reports to the Reimbursement Specialist.
21. Makes daily bank deposits for program, when necessary.
22. Attends job related training and meetings as required.
23. Oversees the general maintenance, upkeep, and repair of the Center's facility and assigned vehicles in conjunction with other appropriate staff in order to ensure the general health and safety of both staff and clients.
24. Prepares reports or summaries to keep staff, management, the Board and the public informed of service activities, managed care data/utilization review analysis.

25. Monitors, maintains and inspects site's security and alarm systems (if applicable). Issues and maintains agency keys and inventory.
26. Performs additional duties as assigned by Supervisor which 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; of supervisory techniques; 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 Medical Manager preferred.

**Abilities:**

Demonstrated ability to provide supervision to others and prioritize work, 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.

**SALARY RANGE:**

Level 2F

**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 July, 2012  
Attachment: Organizational Chart  
/lep