



Position Description

Position Title:	Office Manager, Nursing Division		Position #:	875
Working Title:	Office Manager		CS Status:	Classified
Division or Unit:	Nursing		Reports to:	Director of Nursing
Employment Status:	Full-time	Pay Grade:	R5	FLSA Status: Exempt
Funding Source:	General Fund			
This position description was last approved by the Board of Health on:			October 28, 2019	

Position Summary: Under general supervision of the Director of Nursing, provides direct supervision to the Nursing Division clinical assistants; develops and implements procedures relative to business and operational functions of the Division and is responsible for the non-clinical aspects of the day to day operations of the department including the credentialing of providers, in-network insurance companies and Medicare/Medicaid Managed Care providers. Knowledge of regulations related to Medicare, Medicaid and commercial Insurance. Must be fully engaged in the unique environment and clientele of the public healthcare setting, as well as interacting with clinicians and complying with governmental regulations.

The employee receives periodic review and appraisal of performance plus functional and administrative supervision. The employee must exercise independent judgment in performance of duties. The employee will be responsible for confidential and personal information and must adhere to the confidentiality and privacy policies of the department.

Essential Duties & Responsibilities:

- 25% Supervision
 - Supervises clinical assistants including hiring, orientation, performance evaluation, disciplinary processes, revision/update of position descriptions, staff scheduling, training and staff conferences/meetings, set goals and deadlines and coordinate the work to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems
 - Creates systematic guidance to be used by staff in enacting duties.
 - Develops a plan of continuous quality improvement for clerical functions, with a focus on customer service and cost-effectiveness in operations.
 - Ensures staffing is appropriate for day to day operations.
- 30% Operational Functions
 - Responsible for the financial performance of the revenue cycle
 - Reviews all policies related to management of medical records to assure compliance with HIPAA and other programmatic guidelines.
 - Develops and implements plans for modernizing the medical records function of the Division.
 - Assures that medical records storage is efficient and effectively uses limited space resources.
 - Analyze internal processes and recommend and implement procedural or policy changes to improve operations.
- 25% Business Functions



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- Develops policies and procedures with a particular emphasis on the development and management of billing processes for programs and clinics.
- Assists in management and direction of all business functions of the Division to include accounts receivable, third party reimbursement, and preparation of statistical and fiscal reports. Prepares internal fiscal reports for the Director of Nursing.
- Supervision of patient scheduling, registration, financial counseling, medical records, billing and collection, data entry and processing, and cash posting in collaboration with the fiscal officer.
- Supports the Director of Nursing in fiscal decision-making for operation of the Division.

10% Technical Functions

- Assists in problem solving of IT issues within the Division.
- Coordinates with the Administrative Division for IT needs.
- Provides consultation on IT issues.
- Oversee the inventory, maintenance and repair of machinery, equipment, and computer systems.

10% Participates in required public health team emergency preparedness training and exercises. And, other duties as assigned.

Other Duties Responsibilities:

& Ability to efficiently multi-task on a daily basis; Ability to perform duties with regard to accuracy, timeliness, and deadlines; Maintain a good attendance record being prompt and punctual to work; Demonstrate the ability to work well independently with little or no guidance; Take part in professional development activities; and adhere to Canton City Public Health policies and procedures.

Minimum Qualifications:

Knowledge of business and accounting processes usually obtained from an Associates or Bachelor's degree in Business Administration, Accounting or Health Care Administration. Knowledge of regulations related to Medicare, Medicaid and commercial insurance.

Preferred Qualifications:

General awareness of public health level of care and Canton City Public Health services. Understanding of Ohio Administrative Code (OAC) and Ohio Revised Code (ORC) law regarding disease investigation.

Competencies:

The following Council on Linkages Core Competencies (Adopted May 2010) for this position include:

- Analytic & Assessment Skills: 1B4, 1B6, 1B7, 1B8, 1C11
- Policy Development & Program Planning Skills: 2B1, 2A4, 2A6, 2A7, 2A8, 2B10, 2B11
- Communication Skills: 3B2, 3B3, 3B4, 3B5, 3B6
- Cultural Competency Skills: 4B1, 4B2, 4A3, 4A6



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- Community Dimensions of Practice Skills: 5B3, 5A4, 5A8, 5A10
- Public Health Sciences Skills: 6A4, 6B6, 6A9
- Financial Planning & Management Skills: 7A1, 7A2, 7A3, 7A5, 7A6, 7A7, 7A9, 7B11
- Leadership and Systems Thinking Skills: 8B1, 8B2, 8B3, 8A6, 8A7

Canton City Public Health has adopted the following Organizational Competencies that all employees are expected to achieve:

- Customer Focus
- Accountability
- Equity and Fairness
- Continuous Quality Improvement
- Occupational Health and Safety
- Training; Training Group #
- Emergency Preparedness

Work Environment: While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus. This job requires occasional lifting of 25 to 40 pounds.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* The noise level in the work environment is usually moderate. There may be:

- Occasional exposure to unruly children and/or adults.
- Occasional operation of a vehicle in inclement weather.

Approval: This position description was approved by the Board of Health on: 10/28/2019

Revision History: Dates of prior approved versions: _____

Employee Statement:

I hereby acknowledge that I have received a copy of this position description on this date.

Employee Signature

Date

Printed Name