

Office Manager

Reports To

CEO, COO, Office Manager, and Immediate Supervisor

ESSENTIAL FUNCTIONS

- Demonstrates the mission, purpose, values and beliefs in everyday language and contact with internal and external stakeholders
- Supervises various support positions and plans, organizes variety of administrative and financial operations functions
- HIPPA and Hi Tech Compliance

Finance driven job duties:

- Serves as a backup to CEO; COO
- Provides training to staff on Financial systems and trouble shoots issues related to Financial systems

HR Driven Job Duties:

- Acts as a member of the leadership team to determine when to involve COO
- Audits employee records and prepares employee files to be sent externally
- Assures safety committee meetings are occurring and functioning properly
- Audits logs
- Coordinates local safety audits
- Coordinate shoes for crews at the program
- Part or the leadership interview team
- Coordinates local recruiting
- Monitors and Assist with Quality Assurance

Information Technology driven Job duties:

- Acts as a troubleshooting partner for issues relating to phones, computers, hardware and software

Program /Department driven job duties:

- Supervises other Administrative Staff
- Acts as a back-up for other administrative position and for work overflow
- Works with leaders on process improvements in administrative tasks
- May coordinate facilities repairs and improvements and work with Corporate Facilities Department as local contact
- Conducts local program related training
- Works with outside vendors including housekeeping, maintenance, food service
- Provides coverage and back-up for Administrative positions at work site and other regional work sites

Duties and responsibilities may be added, deleted and/or changed at the discretion of management.

SKILLS

- Knowledgeable and able to use MS Office programs, specifically skilled in producing reports with Excel
- Experienced entering data into computer systems

PHYSICAL DEMANDS

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is occasionally required to stand, walk, reach, twist, bend, squat, kneel and lift and carry items weighing 25 pounds or less as well as to frequently sit, and do simple grasping occasionally. The position requires manual deviation, repetition and dexterity and to occasionally drive. Visual requirements include computers and books exposure and close eye work (small figures)

- Elite Customer Service Skills
- Proficient in Microsoft Office (Outlook, Excel)
- Preferred Experience in Healthcare and Insurance Knowledge
- Appointment Scheduling
- We are interested in individuals who have medical office experience and are familiar with insurance verifications and provider scheduling.
- Experience in working in a Behavior Health or Applied Behavior Analysis office would be preferred but will train exceptional candidates.
- Candidates should also have an existing knowledge of HIPAA policies and procedures.
- Furthermore, candidates should have the ability to work independently and well with other team members. Must be available 9am - 6pm with a lunch break. Training will be in Valdosta for one week and then the position should not require further travel. Gas will be reimbursed for the week of training.

Responsibilities:

- Manage Busy Therapy office
 - Coordinate Patient Care
 - Work with Clinical Team in on boarding clinical staff
 - Manage incoming call flow and directs to appropriate team members
 - Welcomes and provides general support to clients, visitors and candidates
 - Maintain and update filing system for administrative team
 - Scan documents into an online filing system
 - Assist in scheduling sessions and assessments as needed
 - Follow up on appointments for new and existing clients
 - Assist in facilitation of new client services based on referrals
 - Process record requests
 - Obtain records from other facilities as needed
 - Verify insurance benefits, inform clients of plan details and accumulations
- Assure documentation is uploaded into the appropriate area and in a timely fashion

Qualifications : Preferred

- Four (4) years of Office Administration and Associates or College course work in Finance or business OR Six (6) years working experience in an office setting
- One (1) years supervisor experience and
- One (1) year of Healthcare field experience
- Knowledgeable and proficient in MS Office programs
- Experienced entering data into computer systems
- Must possess a valid state specific Driver's license
- Must be at least 18 years of age
- All opportunities at agency are contingent upon successful completion and receipt of acceptable results of the applicable post-offer physical examination, test for tuberculosis, acceptable criminal background clearances, and degree or license verification. If the position requires driving, valid driver's license, a motor vehicle clearance, and proof of auto insurance is required at time of employment and must be maintained throughout employment. Additional regulatory, contractual, or local
- requirements may apply.

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Job Types: Full-time, Part-time

Pay: \$18.00 per hour

Schedule:

- 8 Hour Shift; flexible
- Monday to Friday; flexible
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Experience:

- Mental Health Office: 1 year (Preferred)
- Insurance Verification: 1 year (Preferred)
- Medical Office: 2 years (Preferred)

Education:

- High school or equivalent (Required)
- Four (4) years of Office Administration and Associates or College course work in Finance or business OR Six (6) years working experience in an office setting (Preferred)

Company Culture:

- Detail-oriented -- quality and precision-focused
- Innovative -- innovative and risk-taking
- Aggressive -- competitive and growth-oriented
- Outcome-oriented -- results-focused with strong performance culture
- Stable -- traditional, stable, strong processes
- People-oriented -- supportive and fairness-focused
- Team-oriented -- cooperative and collaborative

Language:

- English
- Spanish

Work Location:
One location