



Business Office Manager Job Description

Department: Finance Office

Reports To: Controller/CFO

FLSA Status: Exempt

Summary

The Business Office manager is to perform assigned functions in accordance with regulations relating to the long-term care industry consistent with defined organization policies by performing the following duties.

Delegated that authority, responsibility and accountability necessary to carry out assigned duties which includes supervision of employees. Interaction and communication with other department managers and administration.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Ability to handle multiple projects, prioritizes, and keeps track of deadlines in a busy environment with high traffic working independently, and as part of a team.
- Must be resourceful and persistent – have the ability to dig in and troubleshoot problems, following through to resolution.
- Possess ability to deal tactfully and courteous in any situation communicating well, verbally and in writing.
- Work independently, and as part of a team coping well under the stresses of the position.
- Write evaluations on employees; responsible for counseling employees and screening potential new hires; insure staffing needs are met.
- Monitor and enforce compliance with Business Office policies and procedures – both within and without the department.
- Supervise Billing and Accounts Receivable
 - Reviewing the appropriate reports balancing weekly with the Account Representative
 - Insure claims are filed timely with third-party payers and cash flow is monitored and reported appropriately
 - Insure private pay accounts are managed and collection calls are made timely every month
 - Insure monthly reporting to CFO on all accounts over 90 days
 - Stay current on Medicare and Medicaid regulations
 - Attend all pertinent meetings
- Confers with EdenHill Communities Departments to plan and develop methods and procedures to lower costs, and obtain greater efficiency.
- Support and enforce initiatives and policies of CFO while keeping CFO informed of issues.

Supervisory Responsibilities

Directly supervises the Accounts Receivable Department. Carries out supervisory responsibilities in accordance with the EdenHill Communities' policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

Proficiency in Word, Excel and ability to learn other software applications quickly. Knowledge of Access or Crystal Reports is helpful.

Ability to type 45 words per minute, operate 10-key calculator by touch.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree. Experience in payroll and accounting; 3 years experience in Medicare and Medicaid billing, preferably long term care; 3 years experience in supervising and directing other employees; customer service; extensive knowledge of computerized systems; or any combination of education, training, or experience which would provide the knowledge required by this position.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

Proficiency in Word, Excel and ability to learn other software applications quickly. Knowledge of Access or Crystal Reports is helpful. Ability to type 45 words per minute, operate 10-key calculator by touch.

Physical Demands

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.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision and ability to adjust focus.

Work Environment 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 quiet.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

| | | |
|--------------------|------------------------|---------------------|
| Quality | Problem Solving | Professionalism |
| Customer Service | Safety and Security | Motivation |
| Oral Communication | Attendance/Punctuality | Teamwork |
| Initiative | Ethics | Quantity |
| Judgment | Dependability | Planning/Organizing |