



Job Description

Office Manager

Last Revised: June 2020

Summary/Objective

The Office Manager oversees the day-to-day operations of the front office including ensuring the office is opened and closed properly and the team functions to provide our patients high quality, comprehensive, and coordinated care.

Responsibilities

1. Develops and implements short and long-term work plans and objectives.
2. Oversees and assists with all front office functions including patient relations, check-in/check-out, scheduling, insurance verification, file management, and answering phones.
3. Identifies, analyzes, and ensures any patient complaints or office issues are handled appropriately.
4. Develops guidelines for prioritizing work activities, evaluating effectiveness, and modifying activities as necessary to ensure appropriate staffing levels are maintained.
5. Creates and manages reporting initiatives for technical and statistical data.
6. Ensures the timeliness and accuracy of patient charge entry into the billing system and assists with collecting and recording co-pays (cash and/or charge).
7. Handles labor management including reconciling time clocks, planning and encouraging development for staff, and assisting in hiring activities.

Core Competencies

1. Communication & Interpersonal Skills.
2. Professionalism.
3. Record Keeping.
4. Personal Effectiveness/Credibility.
5. Adaptability/Flexibility.
6. Analytical Thinking.
7. Working with Others.

Supervisory Responsibility

There are no supervisory responsibilities for this position.

Required Education and Experience

1. Minimum of 1 year of experience in a healthcare or clinic setting.
2. Must have a working knowledge of Microsoft Word, Excel, and Outlook.

Preferred Education and Experience

1. Bachelor's degree in Healthcare or Business Administration is highly preferred.
2. Prior supervisory or leadership experience in a healthcare setting is highly preferred.
3. Current CAC-II licensure or higher is preferred.
4. Experience using an EHR system is extremely helpful.

AAP/EEO Statement

Boulder Integrated Health LLC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Boulder Integrated Health LLC complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.