Breast Cancer Detection Center

Job Description

Job Title: BCDC Office Manager
Supervisor: Chief Executive Officer
Base Rate: DOE
Status: Regular, Full-time
Revised Date: 10-15-18
Approved By: Odette Butler, Chief Executive Officer

Job Summary: This position provides supervisory support to the CEO for front office staff. This position assists the CEO with the coordination of staff and program management. Employee is responsible for a full spectrum of program delivery efforts. Oversees the clerical flow of the office, as well as performs both clerical and non-clerical duties.

Essential Functions:

- Manages day to day operations of BCDC and prepares office for daily operations, including opening the building, starting and maintaining necessary equipment, opening and distributing all incoming mail, and supervising the handling of all PHI (protected health information).

- Monitors the office for compliance needs including HIPPA and SRA (Security Risk Analysis) practices. Office Manager is responsible to ensure that all employees are trained in BCDC’s HIPPA, OSHA and SRA policies and procedures.

- Monitors handling of patient charts including: the digitizing and the sorting of film, maintaining the accuracy of the PACS system, ensuring timely processing of mammography exam results and patient follow-up, and ensuring the accuracy of PHI in two electronic health record databases as well as synchronization process of office EHR and mobile EHR.

- Oversees registration and check-in process which includes interviewing for essential information needed for proper mammography screenings, preparing forms and completing registration of patients. Office Manager must keep informed of new processes or information needed to collect adequate information for billing and incorporate these procedures into existing processes as needed; i.e. changes in insurance processes, differences in Medicare requirements from other insurances, technology upgrades.

- Reviews physician orders regarding assigned patient exams and assures that medical charts are adequately prepared for mammography exams with completed and required paperwork. Office Manager coordinates with to ensure that referrals for ultrasounds have adequate information and ensures that information is communicated in a timely manner.

- Networks with other agencies or clinics by making and receiving referrals for services and requests for prior records. Daily coordination of PHI to and from radiologists, providers, and other facilities including shipping, transmitting via cloud applications, and courier services.
• Supervises and Reviews the compilation of all necessary paperwork to facilitate billing and to ensure accurate record keeping. Communicates with accountant in regard to patient billing concerns and unique situations involving patients who may qualify for BCHC and BCDC’s Mammo Assist program. Using the company’s policies, Office Manager oversees the appropriation of Mammo Assist funds.

• Oversees the collection of and securely transmits information to contractors/grantors when patient information is needed to complete the billing process, i.e. surveys and results.

• Ensures medical accounting system for purposes of insurance billing is organized, timely and up-to-date.

• Compiles monthly statistical reports and sets goals for front office staff designed to increase patient numbers.

• Assists with the coordination of technologist’s schedules in house by recording their schedule facilitating evening and weekend staffing, and coordinating closing/opening of appointment blocks as needed. Office Manager should assist lead technologist in making an effort to schedule each mobile clinic in compliance with insurance requirements.

• Coordinates office and building maintenance including: yard work, office equipment, fire extinguishers, and routine maintenance throughout the building by contacting supervisors of community services workers and contractors when needed.

• Administrates Blackbaud and Raiser’s Edge applications by managing user access, passwords and updates. Oversees and assigns additional tasks to Office Assistants related to the Gala auction and other clerical processes related to fundraising, such as using Raiser's Edge and mailers. Participates in fund raising activities, advocacy and public relations as needed.

• Administrates Gmail accounts, assigning new email accounts to employees as directed by the ED.

• Administrates the website at the direction of the ED and in coordination with the Marketing and Fundraising Assistant.

• This position requires working rapidly under time pressure and working rapidly for long periods as patient census demands.

• Exhibits positive role modeling and professional behavior when representing BCDC.

• Attends staff meetings, training, and in-services.

• Maintains a safe, harmonious, environment for all employees at BCDC.

• Receives incoming calls, records and delivers accurate messages and trains front office staff to do the same.

• Establishes and maintains good working relationships with community groups, service agencies, referral sources and funding sources.
- Participates in the review and development of Program policies and procedures.

- Assists with staff orientation and training.

- Performs other job related duties as assigned.

**Qualifications:**

- High school diploma or G.E.D.

- College or vocational course work in office management, business management or related field preferred.

- Working knowledge of personal computers and software programs such as Windows 98, Excel, Access, MS Word and other data management software.

- Must be at least 21 years of age.

- Must be a responsible individual of reputable character who exercises sound judgment and provides positive role modeling.

- Good verbal and written communication skills.

- Continued employment status (post job offer) will be contingent upon employee providing certification of tuberculosis screening, and completion of Hepatitis B immunity vaccination series and medical certification that employee does not, because of infectious or communicable disease, pose a direct threat, or significant risk to the health and safety of program participants, or others in the workplace.

- Continued employment status will be contingent upon satisfactory completion of a criminal background investigation.

**Supervision Received:**

Direct supervision is provided by the CEO or the assigned representative in the Director’s absence in the form of job orientation, training, assignments, and evaluation. General guidelines for operations are based on program requirements, and the general policies and procedures of BCDC.

Operates within program, local, and State and federal guidelines.

**Physical Demands:**
This position corresponds to light physical demands, requiring bending and physical exertion of up to 50 pounds occasionally. Position includes frequent standing and walking and climbing stairs.

**Working Conditions:**

- Position involves occasional work outside of the building, which may include sudden temperature changes and intermittent exposure to extreme weather conditions.
- Occasional evenings and travel.
- Works in an environment where protection of patient confidentiality is essential.

**Position Impact:**

Impact at the program level is high.

**Contacts:**

- The BCDC Office Manager is in frequent contact with patients, physicians, FMH/DC personnel, and local and out of state facilities, and various community members.
- Contacts must be professional and appropriate.
- Regular contact with other program staff, working as a member of a team.

Employee Signature ________________________            Date ________________