



JOB NOTICE

Date: November 8, 2018

Closing: November 20, 2018 or until filled

APPLICATION PROCEDURES: Send letters of intent and resume via INDEED or to HR., Box: Office Manager, COMPASS, 535 Marmion Avenue, Youngstown, Ohio 44502.

Department: Client Services

Title: Office Manager

Shift: Monday- Friday day turn that may also include evenings based on programmatic needs.

Salary: Comprehensive full-time benefit package and Competitive salary based upon experience.

Overview:

Must be committed to COMPASS' Core Values of treating everyone with dignity and respect; being ethical, honest and having integrity; being team-oriented with a commitment to excellence; being engaged, supportive, and resilient; and being accountable and responsible to persons served, COMPASS and Community. The major duties of this position involve connecting quickly with people in a poised, convincing, and enthusiastic way. This position will entail working at an extremely fast pace, and will require working cooperatively with and through people in order to complete tasks, and will be integral in motivating others. The position requires team or collaborative work within the organization, and will be integral in bringing out the best in others.

This position will require a strong sense of urgency, initiative, and drive to get things done correctly, with emphasis on working with and through people in the process. Understanding people well and using that understanding effectively in motivating and persuading others to act, will be an important aspect of the position.

It is important in this position for goals to be set and reached, and for tasks to be completed in a timely manner. Decisions will many times have to be made under pressure, and will generally need the ideas and advice of others.

Details will need to be handled quickly and accurately. Many tasks in this position may entail selling or persuading others, and/or may entail training others in some capacity. This position will involve controlling all aspects of the team's tasks, from initiation through to completion.

General Duties:

Administrative functions:

- Responsible for customer service and training of staff to achieve the highest level of customer satisfaction.
- Responsible for data tracking elements of customer flow through the intake process, including but not limited to calls going to voicemail, length of calls, missed calls, etc.
- Responsible for over-sight and direction of all front office, intake and administrative support functions for all outpatient (Marmion and High St.) facilities.
- Manages patient satisfaction and conflict resolution.
- Oversees requests for medical documents, insurance inquiries, prior authorizations and current verifications/updates of customer health insurances.
- Maintains and coordinates needed office equipment repairs and maintenance.
- Orders office supplies for both outpatient facilities and ensures that the physical esthetics and integrity of each of the outpatient offices is maintained in cooperation with facilities program directors and COO.
- Maintains and manages the standard operating practices and procedures of the following outpatient facilities positions: Directory Assistance Operator, Intake Specialists, Front Desk and Administrative Support Staff.
- Provides back up services as needed for all front office operations and functions.
- Plays a key role in effectively managing client crisis intervention services and procedures to ensure the health and safety of clients, staff and visitors.

Medical Records/ EMR:

- Manages all processes and procedures performed by the front office staff to ensure that client electronic medical records are maintained with accuracy, integrity and in a confidential manner that meets compliance and accreditation standards.
- Serve as an Agency Subject Matter Expert on the Electronic Records System, to include the following activities: perform basic system administration tasks such as resetting passwords, employee set-up, and entry of help tickets for the entire Agency.
- Assist with the generation of agency reports based upon data from the Electronic Records System

Supervision:

- Responsible for supervision of all front office staff t including: recruitment, hiring, training, coaching, performance reviews and recommended disciplinary actions.
- Develops and manages front office staff work schedules.
- Manages, monitors and approves front office staff time and attendance and leave request workflow processes via ADP.
- Maintains, supports and coaches front office staff that ensure they are providing consistent high quality, person and family centered client care services.

Qualifications:

Education/Experience: BS/BA is preferred. 3+ years' experience working in a medical/mental health/wellness office environment is required. 2+ years' experience in supervision of front office operations/staff is required. Experience with electronic medical record systems is preferred.

Miscellaneous: Criminal background check; Pre-employment drug screen; Clear driving record; CPR certification, TB test.

Personal: Strong social, communication and written skills. Strong organizational skills and abilities. Ability to multi-task; while maintaining accuracy and organization integrity. Must have the ability to develop rapport and be perceived by staff and clients as approachable. Ability to collaborate with staff, service providers and administrators. Team oriented with patience and compassion for those served. Strong computer literacy: generating cover sheets, drafting professional letters, creating spreadsheets, using Microsoft Word and Excel

Exempt: Not-eligible for overtime

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED
THROUGH AFFIRMATIVE ACTION
EOE-M/F/H including persons with disabilities and veterans