



Job description

The Office Manager is responsible for the clerical and administrative tasks on a daily and weekly basis. They will serve as the first contact to patients arriving for their appointments and for visitors within the office. They will serve in tandem with the Clinical Assistant and Scheduling Assistant to maintain the clinic flow of the providers. Upon training, they will serve as a *de facto* legal role in all matters regarding long-term care, records requests, diagnosis letters, and administrative requests. The role will also provide support to the Foundation organizing and participating in outreach efforts.

Schedule: M-F, 8am-4:30pm, 4 day week would be considered

Responsibilities

1. All duties directed for front desk reception such as answering phones and scheduling appointments as needed (with support from Scheduling Assistant).
2. Greet patients, ensuring the completion of registration forms.
3. Document all correspondences in the electronic health record (EHR).
4. Coordinate with outside organizations, medical practices, and community partners.
5. Maintaining supplies, equipment, and stocking as required.
6. Communicating with patients and families in regards to office policies.
7. Maintains compliance within regulatory agencies such as HIPAA and OSHA as required.
8. Provide telephone coverage and daily patient call backs.
9. Facilitate the scheduling of future appointments, filing, and clerical needs.
10. Draft letters for legal purposes, maintain correspondences on letter statuses.
11. Maintain and organize records for tax and insurance purposes.

12. Facilitate payments and file statements to vendors and/or appropriate parties.
13. Collect and post copays according to protocols.
14. Prepare and balance daily financial registers and submit forms to the billing department.
15. Secure the building at the close of each working and locking all entrances.
16. Assure the readiness and the reception areas for each working day.
17. Opening the office at the designated time for each working day.

Expectations

1. Have excellent time management and communication skills.
2. Have excellent telephone skills and etiquette.
3. Provide efficient and professional telephone services.
4. Be proficient with Microsoft Office applications and PracticeFusion.
5. Have a desire to work with older adults aged 55 years old and older.
6. Have a desire to work with caregivers and families.
7. Be flexible and willing to complete daily tasks.
8. Maintain confidentiality of patients and information per HIPAA.
9. Adhere to IRB and OSHA guidelines as indicated and required.

Industry

- Medical Practices

Employment Type

Full-time

Applicants may apply by submitting their resume to celia.gruzalski@tmdf.org.

Pay rate is \$18-\$22/hour depending on experience, F/T hours available with benefits.