**JOB DESCRIPTION**

**HOSPITAL BUSINESS OFFICE MANAGER**

**Reports to: CEO** Non-Exempt Job number: 30 Job Code:

**JOB SUMMARY**: This position is responsible for coding and medical billing, insurance credentialling for billing and payment, payroll, human resources, and other business office duties.

**RESPONSIBILITIES**:

Treat everyone with dignity and respect.

Promote and protect all patient/resident rights.

Maintain confidentiality of protected health information, including verbal, written, and electronic communications.

Demonstrate professional behavior while on duty in any setting.

Coordinate and act as a liaison for departments

Promptly, accurately, professionally, and courteously directs and/or relays telephone call messages

Notifies appropriate manager/supervisor of any identified concerns or incidents

Provides information and/or assists staff, residents, family members, and public as needed

Uses interpersonal skills effectively to build and maintain cooperative working relationships and contributes to team efforts in a positive and cooperative manner

Prepares financial reports, statistics, and business operations

Participates in committee assignments and attends required educational events and meetings

Must demonstrate professional behavior and represent NCHS professionally in public

Directs and participates in quality improvement initiatives and completes all required documentation

Participate, as requested/required in staff development, in-service, and other educational and related activities. Participate in the orientation of other NCHS employees.

Performs other duties as assigned or needed to meet the needs of the organization

Assist with audit, pulling invoices and reports

Maintains and prepares payroll.

**LICENSURE/CERTIFICATION REQUIREMENT:** Accounting Degree strongly preferred. Employees are encouraged to obtain additional education in relation to job duties. This position requires employees to maintain all applicable education, licensure, certification or registration requirements.

**QUALIFICATIONS /ABILITIES**:

Accounting or Business education preferred, with current experience in a medical business office environment including operation of telephone systems, computers, and other business office machines/equipment and business software programs.

Ability to gain proficiency in NCHS’s software programs as applicable

Demonstrates competency and ability to carry out department specific functions in accordance with the NCHS standard of care, policies and procedures

Demonstrate the ability to communicate effectively both verbally and in written format

Demonstrate a high level of interpersonal skills and be able to communicate effectively in business relationships and with all levels of individuals throughout NCHS

Demonstrate professional behavior and represent NCHS professionally in public

Expands job-related knowledge and skills to improve performance and have the ability to adjust to change

Demonstrate knowledge, understanding of, and compliance with:

Infection control policies and procedures for position

All pertinent safety, health and environmental policies, procedures and guidelines

Working safely, without causing harm or risk to self, others or property

The work environment and all safety procedures

Prompt reporting of unsafe practices, procedures, accident/injuries, complaints or any other safety violations

The appropriate use of all safety equipment and personal protective equipment

**WORKING CONDITIONS**: Monday-Friday, day shift. Indoor, Medical Business Office

**JOB EXPOSURES:** May be subjected to occupational health hazards including but not limited to odors, chemicals, infectious diseases, infectious wastes and body fluids and physical, psychological and emotional stress

**PHYSICAL REQUIREMENTS:**

Meet general health requirements according to facility policy, including medical and physical exams and checking immunity status to various infectious diseases

Hand Functions- grasp and pinch frequently

Visual -optimal vision required to read information, reports, instructions, labels etc.

Verbal and auditory- must communicate effectively with patients, families, physicians and other staff

Work at local desktop and in remote desktop locations for extended periods, continuously sedentary work; occasional standing/walking, occasional reaching, stooping, bending, kneeling, and crouching

Ability to lift/move, push or pull 40 pounds

**Functional Assessment:** This position requires the ability to perform essential job functions with or without reasonable accommodations.

**Employee Statement of Understanding:** This job description is intended to convey the general scope of the major duties and responsibilities inherent in this position. Other tasks not listed here may be assigned. Periodic revision may be necessary to reflect changes in expectations placed on the health care industry by various governmental agencies. This job description will be reviewed and/or revised annually and as needed.

I have read and understand the job description for my position. I agree to comply with all NCHS policies, laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my director or the Corporate Compliance Officer (Administrator)

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Employee Date

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CEO/Administrator Date