



Position Description

Title: Manager - Office		
FLSA Class: Non-Exempt	EEO Category: Administrative Support Workers	WC Class: 8861
Job Title #: 910007	Salary Grade:	
Date Approved: 10/23/2018	Purchasing Approval Level: 0	
Revision Date:4/3/2019	Revision: Major Duties revised, education requirements updated to reflect some college required	

Purpose of Position

Responsible for coordination and day-to day functioning of the Community Counseling Center. Responsible for intake and referrals, verification of benefits and eligibility for clients, maintenance of program files, scheduling, phone services, and office and billing procedures.

Major Duties (*Essential Element)

- Verify benefits and eligibility and obtain initial authorization if necessary prior to first session and on day of service with third party payers and inform Community Counseling Services Manager and clients of their financial responsibility for services and collect copays*
- Maintain program files*
- Complete records requests*
- Manage Operations to decrease no shows*
- Gather and maintain relevant referral information to determine appropriate placement of client*
- Maintain positive relationships with referral sources*
- Maintain lobby/reception area*
- Answer incoming calls, make outgoing calls, and assist clients or referral sources with scheduling appointments and determining appropriate services*
- Maintain a healthy and cooperative relationship with therapists and providers across several locations*

- Collect intake information, including demographics, insurance information, general needs and reasons for seeking assistance and assist clients in completing intake paperwork*
- Prepare and maintain monthly, quarterly and annual spreadsheets and reports and track requested metrics and summaries*
- Prepare purchase orders for approval by Community Counseling Services Manager and submit to finance*
- Assist with and correct billing errors*
- Support Director as needed*
- Order and maintain appropriate stocks of office supplies, refreshments and therapeutic materials.
- Document service delivery in Electronic Health Records (EHR) as specified by Great Circle.
- Other duties as assigned.

Competencies

- Judgment – ability to make thoughtful decisions in a timely and confident manner
- Execution & Results – ability to adapt to change, effectively cope with the unexpected, systematically problem solve, follow-through and ensure accuracy
- Customer Focus – properly interacts with others, the ability to work independently or with a team, ethically minded
- Motivation & Work Ethic – demonstrates personal integrity by operating in an accountable, reliable, and respectful manner

Required Education and Experience

- Some college required
- Proficiency with Microsoft Office, primarily in Excel
- One year of customer service experience
- Two years office experience

Preferred Education and Experience

- Some college in the field of Social Services
- One year of experience working with behavioral health insurance companies/third party payers

Qualifications

- Strong customer service focus, excellent time management, oral and written communication skills.
- Must be proficient in Word, Excel and email applications as well as electronic health record systems.

Working Conditions

Office environment. Working environment generally favorable. Lighting and temperature adequate and there are no hazardous or unpleasant conditions caused by noise, dust etc.

Physical Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to sit or stand at a personal computer for a reasonable length of time typing and reading. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Budget Responsibility

None

Supervisory Responsibility

None

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee printed name: _____ Date: _____

Employee signature: _____