



## JOB DESCRIPTION

**JOB TITLE:** Office Manager  
**EXEMPTION STATUS:**  Exempt  Non-Exempt  
**REVISED DATE:** May 2021

**SUMMARY:** Under supervision of the Practice Administrator, Clinic Coordinator, and/or Departmental Chairman, the Office Manager directs and coordinates office services and related activities in an office with multiple healthcare providers, or 4+ offices including developing, managing, and supervising programs for the maximum utilization of services and equipment by performing the following duties personally or through subordinate supervisors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Analyze and organize all office operations and procedures.
- Evaluate office production, revise departmental procedures, or devise new methods and/or forms to improve efficiency of workflow.
- Establish uniform correspondence procedures and style practices.
- Formulate procedures for systematic retention, protection, retrieval, transfer, and disposal of records.
- Plan office layouts and initiate cost reduction programs.
- Review clerical and personnel records to ensure completeness, accuracy, and timeliness.
- Prepare various reports for management.
- Coordinate activities of various departmental sections or workers within departments.
- Negotiate the purchase of office supplies and equipment and supervise receiving and shipping.
- Issue appropriate purchase requisitions and negotiate contracts for purchase and maintenance of office equipment.
- Supervise telephone, electronic mail, and facsimile services.
- Control interoffice communication.
- Assist in creating and updating policies and procedures and ensure enforcement of such.
- Act as liaison between Department, Central Administration, other departments, and outside entities.
- Oversee participation in and adherence to compliance program.
- Oversee coding, charge entry, and cash control to ensure corporate compliance.
- Assist physicians in applying for and maintaining appropriate credentialing.

**SUPERVISORY RESPONSIBILITIES:** Responsible for the overall direction, coordination, and evaluation of departmental sections. May manage subordinate supervisors and may also supervise non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and procedures, and state and federal laws and regulations. Responsibilities include interviewing, hiring, and training employees, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:** High school diploma with eight to ten years medical office experience including three to four years healthcare supervisory experience; or associate degree with five+ years healthcare supervisory experience; or bachelor's degree with five+ years healthcare supervisory experience. Must have successfully completed an ICD-10 and CPT coding course and/or coding experience preferred.

**LANGUAGE SKILLS:** Ability to read, analyze, interpret, and comprehend general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to compose reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure using whole number, common fractions, and decimals. Ability to calculate and apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS AND ABILITIES:** Knowledge of the principles and practices of health planning, and management sufficient to manage, direct and coordinate the operation of a medical practice. Knowledge of the policies and procedures of a medical practice sufficient to direct its operations and to provide effective patient care. Knowledge of the principles and practices of employee development sufficient to ensure organizational productivity. Knowledge of computer programs and applications. Skill in exercising a high degree of initiative, judgment, discretion, and decision making to achieve organizational objectives. Skill in analyzing situations accurately and taking effective actions. Ability to assume responsibility and exercise authority over assigned work functions. Ability to establish and maintain quality control standards.

Ability to organize and integrate organizational priorities and deadlines. Ability to prepare comprehensive reports. Working knowledge of ICD-10 and CPT coding, billing and collections, and managed care. Ability to travel to and from various locations. Working knowledge of computers, keyboards, and printers. Ability to operate the phone system. Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients, and other third parties. Ability to concentrate under high demands and listen effectively. Ability to organize tasks, working as a team member and independently using sound management skills with a variety of professional disciplines. Convey a professional and positive image and attitude.

**WORK ENVIRONMENT:** The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Exposure to communicable disease, blood, body fluids, hazardous chemicals, radiation, and sharp instruments. Exposure to injury from patients or equipment.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers to feel objects; hear at normal ranges within the setting. The employee is occasionally required to bend, stoop, kneel, crouch, crawl, climb, and balance. The employee must occasionally lift, carry, and/or move more than 25 pounds.

Specific vision abilities required by this job include depth perception and the ability to adjust focus. Rapid mobility may also be required on occasions.

**DISCLAIMER:** The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

**By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Director

\_\_\_\_\_  
Date