

FOUR RIVERS BEHAVIORAL HEALTH

Official Posting Notice

Effective **6/1/17** a vacancy for this position has been declared at the **Lakes Ctr.**
Any individual interested in this position should contact the FRBH Human Resource Department at
425 Broadway, Paducah, KY 42001; phone # (270) 444-3625.

Job Title: Office Manager

Pay Grade: 8

Wage and Hour Status: Non-Exempt

Assigned to Scale: 4/1/04

Revised: 12/02/07

JOB DESCRIPTION

I. Position Overview:

This position is full time with a regular, but flexible, 40 hour per week schedule. The individual who holds this position is responsible for supervising and coordinating the clerical activities of his/her assigned Site. Priority tasks include, but are not limited to: screening and recommending for hire potential clerical staff candidates; providing supervision and coordination of the clerical staff activities; and ensuring that high-quality clerical support services are provided to consumers and professional staff. This position may also be responsible for a variety of tasks that are Site-specific in nature, but nonetheless essential to the smooth functioning of his/her Site, under the heading of "Miscellaneous Duties". This position reports to the Site Administrator; however can report, by assignment, to an appropriate designee of the Site Administrator.

II. Major Tasks / Responsibilities

A. Clerical Staff Supervision

1. Screens, interviews, checks references, facilitates background checks, and/or otherwise participates in the selection of clerical candidates as outlined in FRBH current hiring protocols
2. Provides direct supervision to clerical staff members
3. Ensures that clerical staff members are instructed in ethical and professional skills for interacting with consumers
4. Ensures that all clerical staff members are instructed in all job-relevant corporate policies, procedures, protocols and practices
5. Ensures that all clerical staff member actions or omissions that are ethically or professionally questionable are immediately reported and addressed
6. Conducts clerical staff members performance evaluations in compliance with Corporate Policies and Procedures
7. Advises the Site Administrator when additional training is needed for any individual clerical staff member or the group as a whole

B. Clerical Activities Coordination, Scheduling and Administration

1. Develops and maintains schedules for clerical staff coverage for the hours the Site is open
2. Serves as clerical coverage when necessary or appropriate
3. Ensures that consumers are treated with appropriate respect and compassion
4. Ensures that consumer scheduling is administered according to Corporate Policy
5. Ensures that consumer intake processing is administered according to Corporate Policy
6. Ensures that billing for services, including same-day collections from consumers, is expedited according to Corporate Policy

7. Oversees cash funds (e.g. petty cash, collection change funds) as assigned
8. Ensures that all incoming communications (physical, telephonic and/or electronic) are managed according to Corporate Policy
9. Ensures that Medical Record documentation (physical or electronic) is processed, handled, maintained, secured, audited, closed, and archived according to Corporate Policy
10. Ensures that all information released from consumer records are done so in compliance with Corporate Policy
11. Ensures that professional (or otherwise serviced) staff are provided with all clerical support services that have been deemed necessary by policy, procedure, protocol, practice, or other supervisory directive
12. Assists in identifying and securing resources needed to conduct programs administered through his/her Site
13. Maintains an inventory of supplies necessary for the operation of the Site's clerical activities
14. Ensures that all assigned periodic reports or other data submissions are accurate and timely

C. Miscellaneous

1. Meets productivity standards as assigned.
2. Works cooperatively with other Office Managers to facilitate smooth inter-Site functioning
3. Takes minutes of Site Staff Meetings, maintains records of same, and submits copies as requested
4. Maintains any resource or other informational files as assigned by the Site Administrator
5. Attends periodic meetings and/or trainings as assigned
6. Performs other duties or responsibilities as needed or assigned.

III. Minimum Qualifications

A. Must either:

1. Possess an Associates Degree in an applied business technology and one (1) year of experience in service to a health care industry program; **or**
2. Possess a Business School Diploma in an applied business technology and two (2) years experience in service to a health care industry program, **or**
3. Possess a High School Diploma or GED and five (5) years experience in service to a health care industry program.

B. Must either:

1. Have successful supervisory experience, **or**
2. Have an endorsement from his/her most recent supervisor that there is "reason to believe" the individual could be successful as a supervisor.

C. Must have good keyboarding, computer and general office skills; information systems experience preferred.

D. Must have references which report excellent skills in exercising good judgment, courtesy, and tact in dealing with consumers.

E. Must have a valid driver's license and insurable driving record.

F. Must pass all required background checks.

Confirmation

With my signature below I affirm that this job description was explained to me on the date indicated.

Candidate/Employee

Date of Explanation