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**Section C: Office Manager**

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**Description:** Is responsible for the support of day-to-day operations of the agency. Greeting the public and maintaining a positive public appearance and working environment.

**Responsible to:**

- 1) Administrator
- 2) Board of Health

**Duties and Responsibilities:**

- 1) Maintains a professional and courteous manner in dealing with patients, visitors, medical staff, fellow employees and students.
- 2) Maintains precision, accuracy, timeliness and excellent time management, punctuality and work performance in all functions of the job.
- 3) Demonstrates compliance with policies and procedures.
- 4) Assists Administrator to assure agency compliance with all federal, state and local employment laws and regulations.
- 5) Maintains accurate, up-to-date documentation.
- 6) Answers the telephone and gives information to callers. Routes calls to appropriate staff. Serves as first responder on telephones for the agency.
- 7) Greets visitors, ascertains nature of business, provides information or refers visitor to the appropriate person, department or provider.
- 8) Assists the Administrator with the maintenance of personnel records and health files. Assists with the review of personnel policies as needed, ie handbook, agency policies
- 9) Prepares payroll for auditor's office from documentation provided by staff. Prepares HCA mileage invoices from documents provided.
- 10) Monitors and tracks employee's use of comp time, vacation, sick leave, other benefits and reports abnormalities to Administrator.
- 11) Tracks FMLA as needed or requested.
- 12) Assists with production of posters, letters, reminders as needed.
- 13) Prepares monthly staff calendar.
- 14) Provides job applications (walk in, mail or email) to applicants. Places ads in papers.
- 15) Assists co-workers with special projects as requested. May include: Immunization Coordinator responsibilities, assisting with MCAH program responsibilities, scheduling of flu clinics, School Immunization Audits, Tuberculosis Program.
- 16) Filing for programs as needed, ie Immunization records, Tuberculosis files.
- 17) Orders vaccines for Immunization Program, Tuberculosis Program, Flu Program. Able to process vaccine orders per protocol when they arrive at agency.

- 18) May involve teaching details of programs as changes are made or with new employees.
- 19) Cross trains with Fiscal Manager. Works together as needed to ensure accurate billing.
- 20) Arranges and coordinates administrative meetings and educational seminars. Obtains refreshments when needed. Communicates and organizes meeting changes.
- 21) Takes minutes at Administrative staff meetings and other meetings as directed by the Administrator and composes written copy. Distributes minutes to appropriate personnel.
- 22) Composes and submits news releases for agency events, promotions or public health topics to media outlets.
- 23) Assures maintenance of office supplies, medical supplies or forms inventories.
- 24) Oversees and participates in data entry for public health programs, may include IRIS, MCAH programs, CFY program.
- 25) Promotes community awareness of agency services and a positive agency image.
- 26) Performs other duties as requested by the Administrator or other staff.

**Minimum Qualifications:**

**A. Education and/or Experience:**

- A high school diploma is minimum that will be accepted
- College, technical business school or secretarial school completion is preferred.
- Experience must demonstrate documented responsibilities for at least 3 years in same or similar setting with increasing amounts of responsibility over time.
- Basic understanding of managed care plans and contract stipulations is preferred.

**B. Skills, Abilities and Competencies:**

- Computer skills required
- Ability to plan, organize and prioritize one's time to maximize personal efficiency required as well as to maintain one's knowledge base.
- Requires the ability to maintain a confidentiality of records, internal office policy and other sensitive information.
- Requires general knowledge of medical terminology, procedures, and policies related to a variety of medical situations desired.
- Excellent understanding of electronic media for claims processing, report generation increases with experience and cross training with fiscal manager.
- Competencies: Job Knowledge, Attention to Detail, Cost Awareness Management, Quality Oriented, Information Technology and Customer Service.
- Employee is provided sufficient access to Electronic Protected Health Information required to perform the position's role and responsibilities.

**C. Physical Requirements:**

- Requires the use of equipment, such as a computer terminal, fax machine, telephones with a variety of call functions, calculator and copier throughout the course of the business day.

- Requires prolonged periods of standing, sitting and walking as well as frequent bending, stooping or stretching.
- Corrected vision and hearing within normal limits required.
- Occasionally requires the ability to lift objects of fifty pounds or less if appropriate adaptations can be made.
- Requires repetitive keyboard activities.
- Requires eye-hand coordination and manual and finger dexterity.
- Requires the ability to distinguish letters or symbols.
- Requires the ability to remain calm in potentially stressful and/or personal issues in the course of daily business activities.

**D. Environmental Conditions:**

- Majority of work performed in office/clinic setting
- Frequent contact with medical staff, other healthcare professions, clerical personnel, patients and the general public.
- Work can be tedious, repetitive and routine.

**Disclaimer:** The above statements are intended to describe the general nature of work being performed by people assigned to this position. They are not intended to be constructed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All requirements are subject to possible modifications.

**Statement of Understanding:**

**I fully understand and accept all information presented on my job description, which includes both general and specific duties and responsibilities. I also understand that my job is subject to the policies and procedures of Buena Vista County Public Health and Home Care.**

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**Employee Signature**

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**Date**