

### **Position Description:**

**Mental Health Resource Center** is looking for an **Office Manager** to oversee front office staff for our Outpatient Comprehensive Services Center (CSC) Program. This is an ideal opportunity for an individual who is dedicated to providing a professional and caring environment for individuals in need of mental health services.

The primary objective of the Office Manager position is to coordinate and perform administrative, financial and related duties to support and assist the workflow of the Comprehensive Services Center (CSC).

The essential functions include but are not limited to:

### **Financial Services:**

- Completes financial intakes, including verification of insurance on initial visits. Educates individuals on the sliding fee pay scale.
- Supervises the collection of co-pays and other fees and transfers monies to the Business Office.
- Coordinates with insurance companies:
  - Calls for authorizations/pre-certifications of insurance.
  - Assures appropriate communication with insurance carriers to obtain authorizations and maximum claims approval.
  - Reports utilization information internally and to third parties as appropriate.
  - Maintains a mechanism for tracking units utilized.

### **CSC Services:**

- Responsible for maintaining the CSC schedules for appointments, meetings, supervision, consults and intakes.
- Coordinates the processing of individuals presenting to the CSC for services.
- Completes screenings for counseling and medication management referrals and ensures appointments are scheduled correctly. Provides appropriate referral information to callers who do not meet agency criteria and to existing patients when insurance changes require change in provider.
- Reviews and corrects daily error reports of billed services each day.

### **Staff Monitoring and Development:**

- Directs, supervises and coordinates the daily activities of office staff.
- Staff Monitoring and Development:
  - Facilitates recruitment, hiring, orientation, retention, evaluations and employee relations in coordination with supervisor and the Human Resource Department.
  - Identifies needs, plans and promotes in-service education and training on job related issues.

**Position Requirements:**

In order to be considered, candidates must have a High School diploma or equivalent required; Associates degree or business coursework preferred

Two years of experience in a healthcare or medical setting required.

One year supervisory experience required.

Ability to use a multi-line phone and paging system required.

Proficiency in Microsoft Office programs and use of the Internet required.

Proficiency in the MHRC EHR System demonstrated within three months of employment.

Excellent customer service skills are essential and this individual must be able to interact appropriately with internal and external customers, including individuals served, families, caregivers, community service providers, supervisory staff and other department professionals.

Must demonstrate appropriate discretion and judgment on a daily basis as it relates to program operations, care of individuals, and managerial responsibilities.

**Position Details:**

Full Time: Monday through Friday, 8:00am to 4:30pm.

***This full time position offers a comprehensive benefits package.***