

## Job Description

**JOB TITLE:** Business Office Manager  
**REPORTS TO:** Administrator  
**DEPARTMENT:** Business Office  
**FLSA STATUS:** Exempt

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**OVERVIEW:** The Business Office Manager is responsible for managing and supervising daily activities of the business office including accounts receivable, accounts payable, patient registration, medical records, payroll, scheduling, personnel administration, cash management, materials management, and financial reporting. This includes but not limited to ensuring accurate financials for top **performance**, training, developing, and managing **people** (employed staff), seeking opportunities within the company to **mentor and train**, and maintain excellent surgeon **practice relationships**.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supports the philosophy, goals, and objectives of the Organization, and adheres to all established policies and procedures.
- Manages all business office activities to ensure high-quality financial records that are free of any material misstatement or omission.
  - Coordinates on-time preparation of all month-end reports, including review for completeness and accuracy prior to submission.
  - Reviews preliminary financial statements with Administrator and external accountant for overall completeness and accuracy, and to resolve any open discrepancies or variances.
  - Interprets case costing reports from Practice Management system, and helps Administrator resolve and investigate any variances or excess costs.
  - With the Administrator, reviews preliminary budget prepared by the Management Company, and makes appropriate recommendations based on known business trends.
- Supervises all business office staff and evaluates accounts receivable procedures to maintain correct and lawful practices for billing third party payers and patients for services at the Facility.
  - Adheres to correct and lawful practices in billing third party payers and patients for ambulatory patient care.
  - Reviews prequalification of procedures by third party payers and denial of payment reports.
  - Monitors procedures for timely and accurate billing.
  - Reviews accounts receivable files to identify errors and monitors for timely rebilling.
  - Reports delinquent accounts and patient disputes to the Nurse Administrator, Management Company, and designated Risk Manager; pursues delinquent accounts according to the Facility policy and procedure.
  - Reports the status of accounts receivable to the Nurse Administrator and Management Company at frequent intervals.
  - Recommends revisions in accounts receivable policies and procedures to maintain compliance with correct and legal procedures.

- Supervises Materials Manager to ensure Accounts Payable processes are completed in accordance with Facility policies and procedures.
  - Ensures timely payment of utilities and other critical services to prevent interruption of services due to nonpayment.
  - Monitors accounts payable to take advantage of discounts when appropriate to the Facility's financial activity.
  - Periodically audits purchasing, receiving, and invoice records for completeness and accuracy.
  - Recommends revisions in accounts payable policies and procedures to maintain compliance with correct and legal procedures.
- Supervise activities of medical records department to ensure policies and procedures are followed.
  - Assure that all required documentation and signatures are in each medical record prior to permanent filing.
  - Maintains the medical records policies and procedures to comply with current local, state, and federal requirements as well as regulatory and accrediting agencies.
  - Assure confidentiality of medical records and oversee requests for release of medical records.
- Establishes surgeon practice relationships with Office Managers, Schedulers, and MA's.
  - Provides education prior to center launch on scheduling activities, out of network and any additional pertinent information that will make the center the best option for scheduling cases to promote a successful launch.
  - Builds and maintains relationships by ongoing communication and education as needed.
- Assists administrator with organizing and maintaining payroll and employee benefit records as needed.
- Maintains and promotes professional competence through continuing education and other learning experiences. Seeks opportunities within the wider company to train and mentor new Business Office Managers.
- Contributes to the progress and development of the approved Quality Management and Compliance Program.
- Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

- Manages, motivates, and develops staff (including hiring, firing, performance management, professional development, training, and recognition duties).
- Assesses staffing needs, and recruits, interviews and hires staff using methods such as web-based posting or attendance at job fairs.
- Oversees activities of the operating room, pre- and post-operative areas, material management and the Business Office.
- Plans and organizes workload and staff assignments and makes daily schedules for proper manpower utilization.
- Directs staff and reviews work for completeness, accuracy, and conformance with policies and procedures.

**COMPETENCIES** - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

**EDUCATION, EXPERIENCE, and TRAINING:**

- 1 to 3 years of medical billing experience, required.
- Two-year college degree in business-related discipline, preferred; or high school diploma or GED with equivalent years of relevant experience, required.
- 1 to 3 years supervisory experience preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- BLS

**COMPUTER SKILLS:**

- Excellent computer skills in Microsoft Office suite, particularly with Excel/spreadsheets required.
- Experience with HST, or similar Practice Management software, preferred.
- Experience with Envi, or similar Inventory Management software, preferred.
- Experience with Bill.com, or similar Accounts Payable software, preferred.

**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.

- The employee must regularly lift and/or move up to 50 pounds.
- While performing the duties of this job, the employee is regularly required to stand, walk, and sit.
- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and reach with hands and arms.
- While performing the duties of this job, the employee is regularly required to talk and hear.
- While performing the duties of this job, the employee is regularly required to climb or balance and stoop, kneel, crouch, or crawl.

**VISION REQUIREMENTS**

- There are no special vision requirements.

**WORK ENVIRONMENT** - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- This position works in an environment with moderate noise level. (Examples: business office with computers and printers, light traffic.)

*Note:* Nothing in this job specification restricts management's right to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.

I have read and understand the duties of my position:

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_