

JOB DESCRIPTION

Job Title: Medical Office Administrator
Department: Financial & Administrative
Hours per week: 8:30 a.m. to 5:00 p.m./ 10:00 a.m. to 7:30 p.m.
Supervisor: CEO
Regular Hours Worked: Full Time

Holistic Elevation LLC Values are embodied in the following statements:

Our core values are simple and effective strength-based strategies that help students cultivate respect, responsibility, empathy, resiliency, authentic self-esteem and self-confidence. Hence, creating caring atmospheres in classrooms, homes, communities, and workplaces. Our goal is to build motivation and create changed minds and behaviors. We abide by our:

***ONE FAMILY POLICY:** we accept diversity and highly encourage inclusion. We view our clients as members of one family wishing to develop themselves and their communities. We place them in high esteem regardless of what they bring to the table.*

Summary:

The Administrative Specialist will complete a variety of responsibilities. They will work across departments for special projects. Being responsible for outlining and mapping our workflow processes, management of inventory, researching essential topics on programs and needs of Holistic Elevation. Ensuring accounting documents are managed and documented.

DUTIES:

The Administrative Specialist will complete (but is not limited to) the following tasks:

PRIMARY DUTIES & RESPONSIBILITIES

1. General facilities management relating to the center.
2. Updating and maintaining all supply orders for facility and client needs.
3. Manages general reception tasks relating to the front desk.
4. Prepares weekly operational reports for the Center Director.
5. Facilitates new hire training and orientation.
6. Create and maintain a center schedule for clinicians.
7. Coordinates shift coverage and schedule changes.
8. Monitor budget and billing payments
9. Order medical and office supplies
10. Develop and implement office policies and procedures
11. Maintain medical and staff records
12. Liaise with leadership team and directors to identify potential office dysfunctions
13. Arrange cleaning staff and emergency maintenance services as necessary
14. Provide informative material for patients
15. Ensure compliance with current healthcare regulations, medical laws and high ethical standards

1. Patient Registration

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- Ensure timely and accurate patient pre-registration, sign –in, activation and re-registration in accordance with system processes.
- 2. Charge Posting**
- Maintain integrity of charge posting sheets for all units in the site under the direction of CEO or Clinical Director.
 - Oversee timely and accurate posting of charges by support staff in all relevant systems.
 - Review daily charge audit reports and ensure timely error correction by support staff.
- 3. Financial**
- Implement and oversee procedures for time-of-service collections in all units.
 - Ensure deposits are made in accordance with H.E. policy and that appropriate supporting documentation is provided to H.E.
 - Work with patients to process fee reductions, payment plans and benefit applications.
 - Maintain a denial database to enhance revenue collection. Collaborate with Patient Financial Services, Utilization Management, and Office Coordinator Supervisor to research denials as well as make appropriate corrections to registrations and charge posting.
 - Review policies file on a regular basis and ensure staff make timely corrections in accordance to service guideline policies.
 - Coordinate with the site management team to ensure staff is utilizing current financial billing criteria.
- 4. Medical Records**
- Supervise medical record maintenance from patient registration to rescheduling, including all scanning activities for active and closed charts.
 - Provide oversight of the medical record audit process and medical record requests. In collaboration with the CEO and clinical director, ensures that the site is in compliance with policies and procedures in this area.
- 5. Administrative Responsibilities**
- Manage office supplies within budgeted parameters.
 - Manage petty cash.
 - Manage electronic timekeeping systems including staff schedules, swipes, and MyTimeSheet entry.
 - Process all purchase orders and check requests under the direction of the CEO.
 - Serve as point of contact for minor repairs at the facility.
 - Serve as a point of contact for program vendors.
 - Work with the site management team and directors to improve front end processes.
 - Coordinate with the management team internal and external to the site in order to address complaints.
- 6. Supervision**
- Orient and train new employees.
 - Provide regular feedback of performance and annually evaluate the performance of support staff.
 - Schedule and facilitate support staff meetings.
 - Coordinate cross training and cross coverage of staff.
 - Ensure Family Caring Service Principles are followed.

ADDITIONAL REQUIREMENTS

Training/Schedule

- Updating the system keeping client information current and accurate on a consistent basis.
- Responding to client inquiries in a timely fashion.
- Interviewing, hiring, and ensuring that the appropriate training has been scheduled for employees.
- Assists with opening and closing of the center.
- Provide support to clinicians to promote job satisfaction & engagement.

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- Provide regular check-ins throughout the day with staff to ensure well-being.
- Facilitates coverage for time off requests and cancellations by clients or staff.
- Complete check-in and check-out procedure via pre established check in/out process.
- Maintain a positive, problem solving and supportive mindset.
- Communicate openly and directly with management regarding concerns or ideas.
- Adhere to and promote professional standards.
- Participate in ongoing training as assigned.
- Participate in meetings as assigned by the Clinical Director.

Facility

- Maintain compliance with safety regulations for staff and clients
- Maintain cleanliness and upkeep of the clinic
- Ensure and maintain emergency protocols.
- Coordinate maintenance & repairs with approved vendors
- Ensure the clinic is sanitized regularly according to schedule with Extreme Clean cleaning company.
- Assist with opening and closing preparations.
- Stock rooms daily with necessary supplies
- Establish and maintain a safe, healthy learning environment
- Ensure all PHI is stored in compliance with HIPAA regulations and strictly viewed and handled only in a HIPAA compliant work environment

Supply

- Manage and maintain inventory of supplies
- Tracks need for supplies and communicates with the Clinical Director

Additional

- Assist with organizing and maintaining annual shutdown periods and company wide travel vacation.
- Coordinating special events for the clinic: birthdays, holidays, in accordance with set-forth budget
- Assist with organizing and maintaining storage closets, cabinets, and drawers.
- Assists with sanitization of toys and materials.
- Ability to use electronic health record and most general office computer systems
- Effective written and verbal communication.

WORK SCHEDULE

Mon-Fri 8:30am - 5:00pm/10:00am - 6:30pm

Education or Equivalent Experience:

Associates Degree in Office Administration; Business Administration or Healthcare Administration (Required)
 Experience in office operations. Experienced in customer service. Experience in managing in an office setting preferred.
 Experience with using data management softwares and analyzing data for reporting application highly preferred
 Two years of Administrative/Customer Service experience and/or

PHYSICAL REQUIREMENTS:

1. Requires the use of the telephone approximately 20% of the time.
2. Requires the use of computers approximately 30% of the time.
3. Requires sitting, standing and/or walking approximately 100% of the time.

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