

## MASON CITY CLINIC

### Job Description

**Job Title:** Manager Front Office Operations

**Job Code:**

**Department:** Administration

**FLSA Status:** Exempt

**Employee Group:** Management

#### **General Summary:**

Reports to the CFO and is responsible for planning and directing the daily operations of the reception and switchboard. In doing so monitors staff's performance including accuracy of registration data, appointment schedules and other customer service issues, such as investigating and responding to patient complaints. Responsible for managing the human resources of the department. In doing so, conducts interviews, orientation, training, assigning work to, evaluating the performance of staff, and, when necessary, disciplinary activities. Responsible for review, development and implementation of department specific policies, procedures, goals and work processes to reach specified goals of performance. Monitors insurance plans for scheduling requirements such as referral requirements and takes necessary steps to implement work flow processes to ensure referrals are obtained in order to receive payment for services provided. Researches issues through publications, payer policies, and so forth.

#### **Principal Duties and Responsibilities:**

1. Responsible for the planning and directing of the daily operations of the reception and switchboard services to ensure timely access for patients and excellent customer service. Identifies opportunities for improvement in work flows and efficiencies in service.
2. Monitors and reviews of staff's performance on specific areas including accuracy of performance, appointment schedules, and other customer service issues. Identifies and resolves problems affecting under performance areas.
3. Remains abreast of all government, commercial and third-party payor regulations as they relate to scheduling specialist appointments and implements work flow processes to ensure scheduling appointments is done as needed to receive payment for services provider.
4. Develops, implements and administers annual budget in order to meet established goals and objectives of the Clinic, ensures adherence to budget and initiates corrective action to significant variances.
5. Researches and timely resolves more difficult department specific problems such as lengthy appointment access, customer service issues, physician concerns with patient access or reception concerns, denied claims due to lack of appropriate referral, complaints regarding scheduling, etc.
6. Responsible for management of the human resources of the department. In doing so, interviews, orients and trains, assigns work, evaluates the performance of staff, and, when necessary, takes disciplinary action.

7. Responsible for monitoring the daily operating activity of the departments such as work load, staff productivity, and the like and adjusts in work assignments as necessary. Prepares reports such as Plastics referral source, 3<sup>rd</sup> next available appt count, no-shows, etc. for review with CFO in order to effectively plan future department resources. Verifies and approves interpreter, phone, and Televox bills. Occasionally performs the department duties in response to work load demands.
8. Responsible for monitoring online appointment requests, patient satisfaction surveys, and department supply orders as well as running the weekly patient survey report for Practice Builders. Investigates scheduling issues from the outreach sites and helps to develop a plan to resolve. Assists in scheduling clinic physicians for marketing activities such as educational programs to the referring practices and medical community, recording of podcasts, etc.
9. Responds to patient inquiries or complaints when necessary.
10. Conducts special projects and studies as requested.
11. Maintains knowledge of trends and developments in the field by reading appropriate articles, journals, and related material, and by attending seminars, conferences and so forth.
12. Conducts departmental meetings. In doing so develops the agenda and gathers information pertinent to the specific agenda items, schedules meeting arrangements, communicates meeting time and place, and participates in the meetings by leading specific agenda discussions as required.
13. According to established guidelines, reviews and approves requests for staff's time off, overtime, clinic request off, attendance to education meetings and so forth. Completes timecards by the required deadline.
14. Actively participates in the process improvement initiatives and seeks to identify and resolve issues through teamwork and collaboration.
15. Maintains confidentiality of patient and organizational information.

**Knowledge, Skills and Abilities Required:**

1. Knowledge of business management practices and ability to perform mathematical calculations when analyzing staffing requirements, schedules, budgets, fee schedules, patient accounts, etc. at a level normally acquired through completion of a bachelor's degree in business, finance, or related field.
2. Approximately three to five years previous management experience in order to effectively manage assigned areas.
3. Previous knowledge of healthcare policies and third-party reimbursement guidelines beneficial.

4. Excellent communication and interpersonal skills necessary for managing and directing staff, interacting and educating physicians and other clinic staff and patients regarding investigating and resolving complaints, etc.
5. Strong analytical skills in order to analyze department work load requirements, plan and schedule staff to meet the needs of the department, and to develop, implement and administer policies and procedures; develop and monitor budgets, analyze cost-benefit analysis, and so forth.
6. Strong problem-solving skills in order to address issues in a timely and innovative manner when needed. Willing to think of alternatives to the current work processes to be less costly or more effective, efficient, etc.

**Working Conditions:**

1. Works in a normal office environment where there are few, if any, physical discomforts due to dust, dirt, noise and the like.

**Reporting Relationships:**

1. Reports to the CFO.
2. Responsible for the work of approximately twenty-five non-exempt support personnel.

**Approvals:**

\_\_\_\_\_

CFO

\_\_\_\_\_

Date

\_\_\_\_\_

Administrator

\_\_\_\_\_

Date

**The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.**

# WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Date: 2/2016

Job Title: Manager – Front Office Operations

Department: Administration

## 1. Physical Activities

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing	X					
Bending		X				
Climbing	X					
Crawling	X					
Crouching	X					
Kneeling	X					
Reading						X
Sitting						X
Squatting	X					
Standing		X				
Stooping	X					
Walking		X				

## 2. Lifting and/or Pushing and Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds					X	
10-20 pounds		X				
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

### 3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds					X	
10-20 pounds		X				
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

### 4. Visual Activity

Level	Yes	No	Comment
Near Vision	X		Reading manuals, computer screen, reports, etc.
Far Vision		X	
Depth Perception		X	
Fine Discriminate Detail		X	
Color Vision		X	
Field of Vision		X	

### 5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds		X	
Distinguish Pitch		X	
Distinguish Tone		X	
Hear Speech	X		

## 6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold		X	
Distinguish Range of Temperature		X	
Distinguish Surfaces		X	
Fine Motor Skills to Grasp		X	
Manual Dexterity	X		Keyboarding & data entry work
Detect Odors		X	
Distinguish Odors		X	

## 7. Verbal Activity

Level	Yes	No	Comment
Make Sounds		X	
Form Words	X		
Speak Loudly		X	
Speak Softly		X	

## 8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, etc.)						X
Subjected to interruptions					X	
Subjected to changing work priorities					X	

9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	X					
Exposure to electrical shock	X					
Exposure to vapor, fumes & gases	X					
Exposure to radiation	X					
Exposure to infectious disease	X					
Driving automotive equip.	X					
Exposure to weather elements	X					