Title: Full Time Office Manager for the Center for Balance, Mobility and Wellness

Function: Under the supervision of the Clinical Director of the Center for Balance, Mobility and Wellness; functions as an office manager in the day-to-day administrative operations of the Center serving physical therapy patients and wellness members.

Description of Duties and Tasks:

Essential Responsibilities:

1. Responsible for the efficient and effective management of front desk operations including supervision of office assistants and student workers.
2. Achieve fluency in the use of EMR scheduling and billing software and problem solve issues as needed.
3. Assist Clinical Director and Compliance Officer in maintaining proper recordkeeping and ensure patient privacy.
4. Support staff through good communication between therapists and front desk staff to ensure completion of necessary paperwork for insurance approval and successful billing as well as patient satisfaction.
5. Manage patient scheduling and interactions with front desk from initial contact, initial evaluation and follow up visits.
6. Responsible for assisting staff in the collection of payment for co-payments, insurance balances, private-pay fees, class fees and late/no show fees.
7. Responsible for financial management of the Center in cooperation with Clinical Director including: weekly deposit reports, payment of outside vendors, monthly patient invoice review and calls for outstanding patient balances.
8. Responsible for attaining medical insurance referrals and authorizations as well as benefits verifications.
9. Assist staff as needed in obtaining necessary medical information from primary care physicians and specialists.
10. Assist with procuring outside translators to assist patients as needed.
11. Assist Clinical and Wellness Directors in ensuring the Center’s compliance with all health and safety requirements of Gordon College as well as the Department of Public Health

12. Maintains environment at the front desk that is welcoming and displays our highest level of service to patients and members.

13. Works cooperatively with other staff as a team player.

**Required Knowledge, Skills and Abilities**

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Excellent interpersonal and communication skills for greeting clients/members and working with the older adults and college students.

3. Willing, flexible, and professional attitude.

4. Prompt (timeliness regarding the start of the workday) and reliable.

5. General knowledge of Center for Balance, Mobility and Wellness and the services we provide.

6. Ability to function with minimal supervision.

7. Proficient with Microsoft Windows and Excel. Ability to learn physical therapy electronic documentation management software.

8. Experience with medical scheduling and billing.

**Position Code:** BAL-OFFMGR-1  
**Grade:** 3  
**FLSA Status:** Non-exempt