

ALBANY COUNTY PUBLIC HEALTH

JOB DESCRIPTION

Job Title: Front Office Manager
Classification: Full Time
Department: Public Health
Reports to: County Nurse Manager
Location: Albany County

Prepared By: Melissa Zaferos, BSN, RN County Nurse Manager
Prepared Date: 06/27/2017
Approved By: Human Resources
Approved Date: 6/29/2017
FLSA Status: Salaried Exempt

JOB SUMMARY

Greets clients of public health by phone, in person or through electronic media. Inquires of client's needs and explains services, processes, procedures and guidelines. Handles requests/transactions or directs the person or matter to the proper sources. Assists in resolving problems and ensuring satisfactory customer service. Coordinates front office operations in collaboration with County Nurse Manager. Generates revenue by making payment arrangements, collecting accounts, monitoring and pursuing delinquent accounts.

DUTIES & RESPONSIBILITIES

Essential Duties:

Duty 1	% of Time
Fulfills role as change clerk in the Cash Handling Policy. Provides receipts for services and accounts for cash fund each day. Receives mail.	10%
Duty 2	% of Time
Receives clients in a helpful, professional manner assuring services are provided. Explains services. In collaboration with County Nurse Manager, coordinates community outreach and marketing regarding services through digital media, pamphlets and other forms of information dissemination.	20%
Duty 3	% of Time
Sends the electronic claims for Medicaid, Medicare, KidCare and other private insurances on a weekly basis. Assist County Nurse Manager with bookkeeping duties, monthly billing and monitoring of insurance claims as necessary.	15%
Duty 4	% of Time
Ensures operation of equipment by tracking and completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques. Monitors office maintenance needs and works with County Nurse Manager to ensure safe and clean operations.	10%
Duty 5	% of Time
Answers front desk phone, schedules appointments, meetings, and conferences. Takes minutes at staff meetings.	5%
Duty 6	% of Time
Processes forms to ensure accuracy and completeness; computes or verifies data, fees or payments, enters data. Completes annual archiving of client records according to retention record set by Wyoming Department of Health.	20%

Duty 7	% of Time
Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies and collaborates with County Nurse Manager to meet budget initiatives.	10%
Duty 8	% of Time
Participates in peer review, audits, continuing education, and other evaluations to assure quality of services.	5%
Duty 9	% of Time
Works with County Manager, PHRC, and state PH Emergency Preparedness team for the planning, training, and implementation of all-hazard response plans, including smallpox and pandemic flu clinics and potential post event follow-up. In compliance with IS-100, IS-200, IS-700, and IS-800 training requirements.	5%
Other Duties	% of Time
Maintains confidentiality and HIPAA standards.	100%
Works evenings, nights or weekends when the situation requires it, such as (but not limited to) immunization clinics, emergency response and/or disease outbreaks.	
Occasionally encounters dangerous or unsafe conditions in the office and is always prepared to remove self from the situation.	

EDUCATION, EXPERIENCE, CERTIFICATIONS, AND TRAINING

- High school graduate or GED with one year office experience in reception duties
- Knowledge of medical terminology and billing practices
- Uses a computer and a variety of software, including word processing, data bases, and email
- Experience in use of printers, copy machines, fax machines

KNOWLEDGE, SKILLS, ABILITIES

- Ability to handle multi-functional tasks
- Ability to perform data entry accurately
- Knowledge of community based organizations
- Skill in work productivity, time management, organization, attention to detail, general math skills and resolving conflict
- Has strong written and verbal communication skills and is detail oriented
- Possesses strong personal skills with a customer focus

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Completed required emergency preparedness training, and maintain emergency response proficiency, as outlined by Federal, State and Local guidance. Develop and maintain an individual/family readiness plan. Participate in preparedness exercises as required. During emergency events, respond and assist in accordance with the Lincoln County Emergency Operations Plan and/or as requested by the Incident Commander or Emergency Operations Center.

Employee Signature

Date

County Nurse Manager Signature

Date

Albany County Human Resources Signature

Date