

Office Manager Responsibilities

Hiring Resource

Accounting and Stats

- Direct and compile all production stats by provider and by department
- Make daily bank deposit (?)
- Populate AP and daily deposits into QB
- IP accounting (need some clarification on this)
- Verify hours reported for all hourly or commissioned employees for payroll purposes
- Enter figures into payroll program
- Reconcile QB with bank statements (?)
- Prepare excise tax returns (?)

Admin: Office communications

- Maintain and update all procedural manuals for all positions
- Maintain and update all employee policy documents
- Schedule, attend and record all office meetings on or off site
- Create and maintain intra office communication tools (google groups, group e-mail, etc.)
- Create and maintain HIPAA compliance manual, including self-audit now required.

IT

- Create and maintain vendor relationships with both hardware /network company and with software vendors, especially PMS software
- Create and maintain IT equipment list: date of purchase, size of storage, expected replacement date
- Create list of passwords for each machine and for all levels of security for software.
- Verify and test (with IT vendor) both onsite and offsite backup and restore systems.

HR/admin

- Create job advertising for all positions.
- Post ads on craigslist and/or Indeed as necessary due to growth or turnover.
- Screen and interview candidates.
- Complete hiring process with standard forms (w-4, I-9, background check permission, confidentiality agreement, policy manual, acknowledgement of procedural manual)
- Deliver periodic reviews
- Review pay parameters and make recommendations to clinic owner
- Deliver hands on training for basic and repeated procedures
- Cross train as indicated.
- Deliver necessary disciplinary action
- Maintain employee files

HR/professional

- Create necessary job advertising, post and screen.
- Hire with offer letter, and standard forms (w-4, I-9, background check permission, confidentiality agreement, policy manual, acknowledgement of procedural manual)
- Coordinate credentialing with payers for inclusion of new professional person's NPI number into group NPI number and business tax ID number and address.
- Coordinate training with clinic director or department head.
- Coordinate QA with clinic director
- Deliver reviews and recommend pay modification if indicated.

Vendors

- Create and maintain list of all current suppliers separated by office supplies, clinical supplies (disposable) and resale/retail items. List should include web address, password if any, phone number if applicable and contact person if applicable
- Create and maintain procedures and methods of inspecting output of billing vendor.
- Report to clinic director on a weekly basis regarding missing or incorrect data, discrepancies, problem accounts, etc.

Inventory

- Create system in the office where we are never using the last box or case of something. There should be the one in use and the one in reserve.
- Task users of supplies to notify you when we are on the last case or container of supply
- Ideal setup is a three-month supply of all disposable supplies if storage space allows.
- Retail inventory (we need a separate discussion about this)

Operations

- Create and maintain a list of all electro-mechanical supplies and small equipment. Date purchased, type, etc. This includes phones, printers, hand held devices and any other not computer network clerical equipment in the office.
- Create and maintain a list of any clinical equipment vendors or maintenance people, including tables, adjusting instruments, radiology, clinical lab, etc.
- Marketing
- We need a separate discussion about this pertaining to what we are presently doing, letting slide or outsourcing