

JOB DESCRIPTION

TITLE: Office Manager/Information Manager

FUNCTION: Under general supervision, is responsible for the distribution of work to Organization billing department. Keeps all relevant employees apprised of reimbursement changes and updates in any relevant information received as outlined by the duties of Information Manager in the Policy and Procedure Manual. Also supervises collections.

HAS SUCH DUTIES AS:

1. Coordinates and distributes work among the billing staff. Assists in prioritizing tasks related to these functions.
2. Organize and maintain a resource "library" of all pertinent billing, reimbursement and collection material making it easily accessible and discernible to all employees needing access. This includes staying apprised of all billing and reimbursement changes from all payors and effectively communicating those changes to other staff.
3. Schedule and provide training for new employees working in the billing department.
4. Follows up on A/R in Customer Service on billing and collection problems. Identifies and tracks slow-paying accounts and assists the above function in making sure that all billing and collection procedures are properly followed.

POSITION REQUIREMENTS:

1. Health care experience preferred.
2. Accounting experience preferred.
3. Supervisory experience required.

EMPLOYEE PERFORMANCE EVALUATION

Position: Office Manager/Information Manager

Employee: _____ Date: _____

Rating Scale:

0 = Performance is unacceptable, immediate improvement required

1 = Performs as expected occasionally, needs reinforcement

2 = Performs as expected most of the time

3 = Performance is exemplary, exceeds expectations

Quality of Work: 0 1 2 3

- 1) Coordinates and distributes work in a timely manner.
- 2) Insures that the work of billing staff is completed correctly and in a timely manner.
- 3) Works with weekly and monthly reports to keep billing current and accurate.

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

Quantity of Work: 0 1 2 3

- 1) Completes all assigned work during scheduled shift.
- 2) Completes work in a timely manner.
- 3) At the end of the day reviews unfinished projects to prioritize next day's workload.
- 4) Completes employee orientations within one week of start date and evaluations within one month of due date.

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

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Knowledge of Job:

0 1 2 3

- 1) Demonstrates understanding of accounting/billing procedures.
- 2) Demonstrates an understanding of Organization policies and procedures.
- 3) Demonstrates awareness and understanding of job description and job responsibilities.

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

Judgment and Decision Making:

0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions.
- 2) Decisions are always based on policies and procedures.

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

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Reliability and Initiative:

0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.
- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.
- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

Safety and Infection Control

- 1) Is knowledgeable on infection control practices.
- 2) Demonstrates knowledge of safety policies and procedures.
- 3) Completely understands and can describe emergency/disaster procedures (e.g., what to do in the event of a disaster)

Supportive Documentation and Comments: _____ Total Points: _____

_____ Average: _____

PERFORMANCE EVALUATION SUMMARY SHEET

POSITION: _____

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT AND DECISION MAKING	RELIABILITY AND INITIATIVE	OVER ALL RATING
# OF POINTS						
# OF STANDARDS						
AVG.						

Developmental Goals & Training needs: _____

Employee Comments: _____

Supervisor Comments: _____

Supervisor Signature: _____

Date: _____

Employee Signature: _____

Date: _____