Business Office Manager

Job Description

Reports to: Executive Director

JOB SUMMARY: The Business Office Manager is responsible for clerical and administrative support to the Executive Director and department supervisors. Responsibilities include creating, maintaining, and tracking resident and employee files and accompanying documents, tracking resident charges, processing accounts receivable, accounts payable, payroll, and other financial documents. This position also assists with hiring, benefits administration and other duties involved in staffing. The Business Office Manager assists the Executive Director with implementation of policies, security and emergency procedures, and management of the front office.

PRIMARY RESPONSIBILITIES:

Administrative
1. Provide clerical and administrative support to the Executive Director and department supervisors.
2. Track resident charges and record for billing purposes.
3. Deliver monthly invoices and collect rent payments and assist with collections.
4. Process resident payments and make daily banking deposits. Create and maintain up-to-date and complete resident files, including the financial admission paperwork for new resident admits and daily census tracking and reporting.
5. Process invoices for accounts payable.
6. Maintain budgetary information for weekly reporting.
7. Review employee timekeeping for accuracy, calculate payroll hours and process accordingly.
8. Prepare a daily labor hours report (KRA), create staff schedule, track absences and attendance.
9. Distribute mail to Executive Director and other departments, daily.
10. Order clerical and office supplies for departments
11. Ensure maintenance of business office equipment.
12. Maintain an organized and neat office area, including records. Purge records and store neatly per company guidelines.
13. Prepare correspondence as necessary and directed by Executive Director.
14. Develop knowledge of community policies, procedures and state/federal regulations pertaining to personnel, resident trust and billing.
15. Assist the Executive Director or other departments with additional administrative duties as assigned.
16. Assist the Executive Director and department heads with staff management, interviewing, hiring, and counseling as assigned.

Personnel
1. Assist Executive Director and other department supervisors with the recruiting and hiring process by:
   • Screening applicants
   • Arranging interviews
   • Completing reference checks
   • Completing criminal background checks (if applicable)
   • Completing “pre-employment” drug test (if applicable)
   • Providing applicant with job description and pre-service training requirements
   • Completing new hire paperwork and other complementary tasks
   • Sending regret letters
2. Create and maintain complete and up-to-date employee files, following corporate standards.
3. Track employee data as needed, i.e. training, certification, licenses, permits, attendance, etc…
4. Review benefits with employees and submit benefit paperwork (as applicable).
5. Alert department supervisors of upcoming employee performance reviews.

Customer Service
1. Possess and maintain knowledge of the community, its benefits, services, residents, families and employees.
2. Provide support with incoming calls, in a warm, pleasant, and professional manner. Take detailed messages when appropriate.
3. Greet all visitors, residents, family members, and employees in a warm and helpful manner.
4. Provide other assistance with resident services as requested by supervisor.
5. Provide marketing assistance, including tours of the community when designated staff is not available.

QUALIFICATIONS/SPECIFICATIONS:
1. Genuine concern for and ability to work with the elderly.
2. Ability to manage and prioritize a large, complex workload within deadlines.
3. Possess sufficient communication and language (orally and written) skills to perform job duties and communicate with residents, other staff, family members, etc., as needed.
4. Ability to make sound, mature decisions.
5. Ability to perform basic accounting and bookkeeping transactions.
6. Professional telephone answering skills.
7. Intermediate computer skills with knowledge of: Microsoft Office software (Word, Outlook and Excel).
8. Intermediate to advanced skills in operating office equipment: facsimile, copier, laminator, etc.
9. Must be able to utilize standard precaution knowledge and infection control measures where required.
10. Ability to work with superiors and within the parameters of corporate policies and procedures.
11. Must be able to safeguard confidential information and abide by all H.I.P.P.A. laws.

EDUCATION:
Minimal high school graduate, preferred two years of college education specializing in business or accounting.

EXPERIENCE:
Candidate must have at least two years business office manager experience. Experience working with the elderly is preferable.

PHYSICAL JOB REQUIREMENTS:
In a typical eight hour day, employee will:
- Stand/walk frequently, punctuated by opportunities to sit.
- Sit frequently, up to 3-4 hours at a time, punctuated by varying intervals to stand.
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- Frequently kneel, bend, and reach while filing paperwork for items <10#.
- Secure proper assistance for transferring and lifting of residents as needed (training required for this task)
- Vision—must be able to read clearly with or without corrective lenses.
- Hearing—Must be able to hear telephone, audible alarms, bells, and signals related to resident safety, with or without hearing devices.
• Speech/language- must have strong command of the English language sufficient to read and write and interpret medical, contract, and administrative information. Must be able to effectively communicate with all residents and staff.
• Bloodborne exposure category: Low

Ageia Health Services is an equal opportunity employer. This means we do not discriminate in employment decisions on the basis of race, color, national origin, citizenship status, creed, religion, sex, age, marital status, disability, political ideology, veteran status, or any category protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, reduction in force, recall, transfer, leaves of absence, compensation and training. We fully comply with our legal duty to provide reasonable accommodations to allow people with disabilities to apply for and perform their jobs. If you have a disability that would affect your ability to perform the essential functions of this job you must let us know prior to accepting the position and as soon as possible should a change occur.

This job description may be changed to include new responsibilities and tasks or change existing ones as Ageia Health Services Management deems necessary.

EMPLOYEE ACKNOWLEDGEMENT:
I have read and I understand the job description in full for the position I am applying. I understand that my employment is at will and thereby understand that the company or I can terminate employment, with or without cause or advance notice.

I am able to fulfill the duties, responsibilities, and requirements of this position as outlined above.

__________________________________________________________  ______________________
Applicant’s/Employee’s Signature                      Date