



Job Title: Office Manager

Job Group: VI

Location: Mobile Team- Buffalo, NY

Reports to: Program Director

SUMMARY:

The Office Manager is responsible for the day to day secretarial, data processing, and clerical duties of the program. S/He provides support to the Recovery Connection mobile team members and assists the Program Director in carry on fiscal and administrative duties.

RESPONSIBILITIES:

- Communicates/coordinates with Program Director and Program Supervisors regarding all office issues that affect or pertain to them. Ensures that secretarial/reception needs of Program Director and Supervisors are met.
- Acts as a liaison between Billing and Clinical team to ensure that all paperwork needed to bill and collect for services is accurately completed and input to the computer system or forwarded to the Billing department on a timely basis.
- Reviews MedLab and Quest bills to ensure accurate insurance information is provided so that claims can be paid. Coordinate with staff to ensure up to date insurance information is on file.
- Maintains client records according to prescribed procedures. Ensures timely scanning of documents into client records.
- Generates reports as requested by the Program Director
- Originates and implements improvements in office organization.
- Maintains inventory and purchase records for review by Program Director. Creates and maintains ledger of purchase orders. Order and Track purchase requests
- Maintains binder of all trainings completed by staff and assist with tracking needed updates (safe driver training, CPR, etc.)
- Takes minutes for staff meetings and community meetings.
- Maintains confidentiality of communications, especially related to personnel and Program Director correspondence. Composes routine correspondence
- Coordinates coverage for planned absences.
- Performs other duties as assigned by the Program Director.
- Greet visitors that come to the office.
- Filing, photocopying, answering telephones and general document creation, type letters, memos, and reports per staff request
- Prepare letters to request medical records and client authorizations and maintain a log of requests and record received per HIPAA compliance regulations.
- Operate and coordinate the computer and management Information systems for the program
- Filing and scanning in charts in accordance with agency and program policy. Managing incoming faxes. Operate and maintain office equipment
- Responsible to open and close client records. Creates and maintains client records in appropriate database (i.e. Anasazi, OASAS)
- Duplicate informational materials and distribute to all staff as deemed necessary
- Produces client reports from Anasazi and OASAS database.

REQUIRED KNOWLEDGE, AND SKILLS:

Must be a multi-tasker. Ability to exercise good judgment, courtesy and tact in receiving callers as well as visitors. Ability to establish and maintain good working relationships with other employees, as well as with the general public. Ability to type and file accurately. Ability to understand and follow routine oral and written instructions. Knowledge of the operation/usage of word processing/data entry equipment. Knowledge of appropriate English grammar & usage.

QUALIFICATIONS:

High school diploma or equivalency including or supplemented by courses in typing and computer operations plus one (1) year full time paid experience performing some combination of secretarial and data entry duties OR graduation from two-year business school with courses in typing and computer operations.

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