

# GASTROENTEROLOGY CONSULTANTS, LTD

## NEVADA ENDOSCOPY MANAGEMENT, INC

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### JOB DESCRIPTION

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**Job Title:** Manager, Business Office

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**Department:** Central Business Office

**Immediate Supervisor Title:** Director, Finance & Accounting

**Job Supervisory Responsibilities:** Supervision of all members of the Central Business Office.

**General Summary:** An exempt, management position responsible for leading and directing the overall functions of the business office to ensure maximization of cash flow while improving patient, physician, and other customer relations. As a member of our management team you will have the opportunity to perform a variety of duties including planning and supervision Responsibilities include: oversight and familiarity of all systems and work flow processes to achieve the greatest efficiency and level of collections and services; ensure qualified and adequate support staff in non-clinical areas; participate in development of non-clinical budget, monitoring and maintaining compliance. You will establish and maintain effective working relationships with other departments and staff at all levels to provide a unified approach to patient care. You must be able to exercise discretion in delegating responsibilities to staff and foster ongoing rapport and communication with physicians and other providers, the management team, finance and accounting staff, and other departments in order to provide sound information and support. You must ensure accuracy of documentation, reporting and analyses for assigned departments. Be an active participant in all operational areas as appointed (including any new initiatives) by preparing and presenting pertinent analyses. This position requires a 'high-energy' individual with strong interpersonal skills with the ability to engage and motivate staff.

**Essential Job Responsibilities:**

1. Participates in the decision making process as it relates to strategic initiatives and operation models.
2. Plans and directs patient insurance, billing and collections, and data processing to ensure accurate patient billing and efficient account collection. Manages the business office within the established budget, including annual planning, and develops monthly status reports. Establishes weekly and monthly collection goals to help ensure continuous improvement in cash flow.
3. Reviews current status of patient accounts to identify and resolve billing and processing problems in a timely manner.
4. Establishes and implements a system for the collection of delinquent accounts ensuring third-party payers are contacted.
5. Establishes and recommends credit and collection policies. Makes recommendations for improvement.
6. Maintains contacts with medical records and other departments to obtain and analyze additional patient information to document and process billings.
7. Develops and oversees business systems and works with information technology to ensure timely and accurate implementation.

8. Provides strong leadership qualities, and effectively promotes and participates in creating a team environment. Maintains a high profile in the organization, and has the ability to promote a high level of morale.
9. Ensure that all department activities reflect center standards for quality and responsiveness to patients.
10. Conduct regularly scheduled department meetings to review operating policies and keep employees informed of progress toward achieving goals and objectives established for the center.
11. Implement and ensure compliance of all administrative policies and procedures.
12. Consistently maintains patient confidentiality and adheres to HIPPA guidelines.
13. Professional conduct expected at all times. Provide and promote a high level of customer service.
14. Consistently complies with all Policies, Procedures and Protocols.

**Education:** Bachelor's degree in business administration, accounting, or finance preferred.

**Experience:** Five to ten years of experience in health care in a healthcare setting required, preferably in a medical group; three years as a department manager over billing and collections.

**Other Requirements:** Proficiency in computer related skills, MS Office preferably in Excel and Word; ability to work with limited supervision; possess strong written and verbal communication skills. Experience and certification with Lean Healthcare, 5S and Kaizen management systems is highly desirable.

**Performance Requirements:**

**Knowledge:**

1. Knowledge of the principles of billing and collections processes sufficient to direct professional staff and coordinate all aspects involved with the Central Business Office.
2. Knowledge of clinic financial and budgetary practices to develop annual budget, analyze collections reports, data and patterns.
3. Knowledge of clinic's strategic business objectives and employee performance objectives.
4. Knowledge of governmental and health care billing regulations and reporting requirements.
5. Knowledge of principles and practices of health care planning and management sufficient to manage, direct, and coordinate the Central Billing Office of a health care organization.
6. Knowledge of the purposes, organization, and policies of the community's health systems sufficient to interact with other health care providers.

**Skills:**

1. Skill in exercising a high degree of initiative, judgment, discretion, and decision-making to achieve organizational objectives.
2. Skill in analyzing situations accurately and taking effective action.
3. Skill in establishing and maintaining effective working relationships with providers, employees, patients, and the public.
4. Skill in organizing work, making assignments, and achieving goals and objectives.
5. Skill in exercising judgment and discretion in developing, applying, interpreting, and coordinating departmental policies and procedures.
6. Skill in providing excellent customer service and patient services philosophy in all interactions.
7. Skill in excellent organizational, time management and multi-tasking with attention to detail, as well as stay on task and concentrate with constant interruptions.
8. Skill in supervision of staff, leadership, management and coaching.

**Abilities:**

1. Ability to create an atmosphere that encourages motivation, innovation, and high performance.
2. Ability to delegate responsibility and authority to staff.
3. Ability to assume responsibility and exercise authority over assigned work functions.
4. Ability to organize and integrate organizational priorities and deadlines.
5. Ability to investigate and analyze information, draw conclusions and problem solve.
6. Ability to gather data, compile information, and prepare reports.
7. Ability to manage multiple departments
8. Ability to communicate on various levels to include management, customer and associate levels, both orally and in writing
9. Ability to work and act independently, and to make and carry out decisions with minimal supervision.
10. Ability to lead teams and projects, and work collaboratively.

**Equipment Operated:** Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

**Work Environment:** Position is in a well-lighted office environment. Occasional evening and weekend work.

**Mental/Physical Requirements:** Involves sitting approximately 90 percent of the day, walking or standing the remainder.