**Section 100 – Management & Administration**

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| Human Resources – 101 | | | |
| S.O.P # 101.21 | **Job Description – Office Manager** | | Page: 1 of 3 |
| EFFECTIVE: 10/14/2019 | | Authorized: Board of Directors | |
| REVISED: | |  | |

**101.21.01 Job Summary**

The Office Manager is responsible organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency. This is to include accounts payable and accounts receivable.

The Office Manager performs related work as required or additional duties as assigned.

**101.21.02 Essential Job Functions**

* Design and implement office policies
* Organize office operations and procedures
* Answer phone calls and take messages
* Review and record supply requisitions
* Maintain office equipment
* Design filing systems
* Ensure filing systems are maintained and up to date
* Ensure procedures for record retention
* Ensure protection and security of files and records
* Transfer and dispose records according to retention schedules and policies
* Maintain and replenish inventory
* Check stock to determine inventory levels
* Verify receipt of supply
* Interacts effectively, professionally and tactfully with the general public and all participating agencies; dispatch, law enforcement.
* Acts as an integral part of the management team for the district.
* Promotes district policies, procedures, objectives, safety, and quality assurance programs.
* Effectively communicates orally and in writing.
* Ensures proper licensure for ambulance billing qualifications and re-certifications.

**101.21.03 Knowledge, Abilities and Skills**

Knowledge of:

* Knowledge of office administration
* Knowledge of human resource
* Ability to maintain a high level of accuracy in preparing and entering information
* Knowledge of computer applications and billing software.
* Familiar with current and up to date Medicare laws as well as all private and commercial insurances.

Ability to:

* Ability to deal effectively with citizens and employees under stressful, emotional and hazardous conditions.
* Ability to communicate effectively using verbal and written communications including reports, memos, correspondence and forms.
* Ability to apply written policies and procedures in practical situations.
* Ability to analyze medical data and records for system performance.
* Ability to develop and maintain productive working relationships across departmental and municipal lines.
* Ability to use computer software to access data, prepare documents and develop proposals.
* Must possess the ability to define problems and assess situations, establish facts and draw valid conclusions, exercise sound judgment and take appropriate action.
* Ability to work independently.

Skills:

* Skill in preparation of written reports
* Highly skilled proficient level of modern office practices, with emphasis on computer literacy, word processing, spreadsheet applications, company email, billing software programs, electronic records and file management.

**101.21.04 Training and/or Education**

* Graduation form a standard high school or equivalent
* Minimum Five (5) years in billing experience
* Minimum Five (5) years in operating daily office duties with internal and external customers.

**101.21.05 Licenses and Certifications**

* Must have a current, valid Oregon driver’s license.
* National Academy of Ambulance Compliance, Certified Ambulance Coder.

**101.21.06 Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to use hands to handle or feel objects, tools or controls and reach with hands and arms. The employee will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The employee frequently is required talk to customers in person and on the phone or radio and to hear. The employee is regularly required to stand; walk; stoop, kneel, crouch. The employee must regularly do some lifting of supplies and materials and/or move up to 10 pounds frequently lift and/or move up to 25 pounds.

**101.21.07 Reports To**

Chief

**101.21.08 Supervises**

Office Assistant