



## **Office Manager, Frazier Behavioral Health**

### **Reports to: Clinical Director**

#### **COMPANY**

Frazier Behavioral Health LLC serves clients with unique learning needs including Autism Spectrum Disorders in home and in their community.

#### **JOB SCOPE**

In this role the office manager is primarily responsible for maintaining office related activities, records maintenance, billing oversight, data entry, scheduling, and support services to clinical staff in all applicable programs. It is also the responsibility of this position to model and maintain high professional conduct and standards among all clinical staff.

Primary duties and responsibilities include but are not limited to:

- Serve as the first contact with FBH through phone calls and patient greetings.
- Comply with all Frazier Behavioral Health policies and procedures.
- Perform general clerical duties to include but not limited to copying, faxing, mailing, filing, and computer use.
- Maintain an office calendar to coordinate work flow and meetings.
- When assigned, compile, transcribe and distribute minutes of meetings.
- When assigned, make arrangements for site meetings.
- Assures appointments and scheduling for new and current clients.
- Assures telephone is answered, telephone messages are relayed, and checks voicemail for general site.
- Assure billing verification is completed and documentation is collected for all clients on a monthly basis.
- Assures files and retrieves organizational documents, records, reports, and client charts and information.
- Assists billing with, including completing, end-of-month billing for appropriate programs
- Complete monthly billing and enter quarterly progress reports in the education management system
- Order office supplies and clinical materials
- Create necessary materials to support a variety of clinical needs
- Other duties to be assigned as needed.

Reasonable accommodations can be made to employees with qualified disabilities who can perform the essential functions of the job, so long as there is no undue hardship created upon the organization or other employees within the organization.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Computer skills including spreadsheets management.
- Creativity and resourcefulness in problem-solving
- Writing, analytical, and problem-solving skills.
- Proficient at communication with clinical staff, parents, schools and other stakeholders
- Ability to Multi-task with health care related skills
- Operates standard office equipment, computers, telephone systems, copiers and facsimile machines.
- Excellent skills in both verbal and written communication
- Ability to work both independently or within a team
- Flexible thinker able to make adjustments in the moment.
- Enthusiastic, driven, and independent



## WORK ENVIRONMENTS AND HAZARDS

This position requires being indoors. May be exposed to communicable diseases.

## 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 speak, stand, talk, walk, sit, see, and hear (corrected or uncorrected). The employee is occasionally required to climb, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. The employee must be physically able to manage students of varying weight and sizes.

## QUALIFICATIONS

- Minimum of high school diploma.
- Minimum of 3 years of broad experience in administrative work, general office responsibilities and office procedures.
- Excellent interpersonal skills. Ability to interact with people of a variety of backgrounds.
- Excellent computer skills – experience with word processing, spreadsheets, Internet, PowerPoint, and website editing and publishing.
- Knowledge of principles and practices of basic office management and organization.
- Pass a background check.

*Frazier Behavioral Health LLC is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender (including pregnancy), sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. Frazier Behavioral Health LLC complies with applicable state and local laws governing nondiscrimination in employment.*