

## **BUSINESS OFFICE MANAGER**

**DEPARTMENT:** Administration  
**SUPERVISOR:** Administrator

**FLSA Status:** Non-Exempt  
**DATE:** July 1, 2018

**AREA OF SUPERVISION:** Receptionist and office assistant when positions exist.

### **DUTIES AND RESPONSIBILITIES**

Maintain accounts receivable, accounts payable, payroll, resident trust, banking deposits, daily census and applicable monthly, quarterly and annual reports pertaining to cost reimbursement reporting. Perform all accounting functions of the facility in accordance with current generally accepted accounting principles and cost reimbursement principles relating to long-term care.

Supervise office assistant and/or receptionist; meet public and staff; act as administrative assistant if position does not exist; organize, prioritize and assign work; assure accuracy of all financial reports and records; order supplies as needed and handle maintenance needs on equipment such as copy machines, adding machines/calculators, printers and computers.

The person holding this position is delegated the responsibility for carrying out the assigned duties and responsibilities in accordance with current prevailing federal and state regulations and established company policies and procedures.

### **ACCOUNTS RECEIVABLE FUNCTION**

1. Review admissions for accuracy of payer information, available coverage, secondary payers and qualifying hospital stays.
2. Verification of insurance benefits based on level of care provided.
3. Maintain daily census information for each resident of the facility (see Census Function).
4. Prepare and bill appropriate paying agencies (Private, Medicare, Medicaid, Private Insurance, Veterans Administration, Workers Comp, etc.) monthly in accordance with the established due dates on the monthly calendar and as provided by month-end close procedures.
5. Timely and thorough follow-up of all receivables billed out of the facility for payment status.
6. Proper and timely recording of collection notes on all delinquent accounts.
7. Timely reporting of non-collectible accounts to the Administrator.
8. Appropriate write-off of delinquent accounts after all collection efforts have been exhausted.
9. Timely posting of all payments to resident ledgers (see Cash Receipts Function).
10. Continuous monitoring of resident ledger accounts for accuracy.

### **ACCOUNTS PAYABLE FUNCTION**

1. Monitor opening of mail to ensure invoices get to proper department heads for coding.
2. General ledger coding of all administrative invoices received.
3. Verification that all valid invoices are entered into the accounts payable system in a timely manner and in the proper periods.
4. Review and check all accounts payable work and make necessary corrections/adjustments as needed.
5. Ensure all invoices have been properly authorized for payment by the Administrator.
6. Filing of all paid invoices in appropriate vendor files including writing payment dates and check numbers on all paid invoices.

7. Adding new vendors to accounts payable system as well as editing of current vendor information as needed.
8. Obtain W-9 information from all service providers as required by law.
9. Maintenance and filing of all vendor service contracts (ie copy machines, vending machines, kitchen equipment, vehicles, etc).
10. Monthly review of all vendor statements received to ensure all invoices have been received, coded and entered to the accounts payable.
11. Communicate with supplies/vendors concerning questions about invoices, payment dates, etc.

### **PAYROLL FUNCTION**

1. Timely transmission of all new hire information to home office to ensure new employees are entered into the time clock as quickly as possible.
2. Proper reporting of all new employees to appropriate state/federal agencies as required by law.
3. Daily monitoring of time clock for missing punches, short lunches, missing lunches, etc.
4. Responsible reporting of habitual time clock discrepancies to appropriate department heads/supervisors and administrator.
5. Setup and maintenance of employee files.
6. Processing of payroll information for each payroll period to include total hours, bonuses, PTO, deductions, garnishments, etc.
7. Distribute paychecks to employees in accordance with established company procedures.
8. Timely reporting to home office of all pay changes, deduction changes, terminations, etc.
9. Appropriate and timely filing of reports to state/federal agencies as required by law.
10. Ensure proper filing and secure storage of all employee/payroll related information.

### **RESIDENT TRUST FUNCTION**

1. Ensure that all resident funds are maintained in accordance with current state/federal guidelines.
2. Dispense resident trust funds as requested from residents and obtain proper signatures for withdrawn funds.
3. Deposit and post all receipts into the resident trust fund on a daily basis.
4. Closely monitor accounts on a continuous basis to ensure accounts do not get overdrawn or exceed the maximum limit as established by state law.
5. Provide each resident/responsible party with a quarterly accounting of his/her funds managed by the facility.
6. Reconcile and replenish resident trust petty cash as often as needed to ensure funds are on hand at all times for resident withdrawals.
7. Maintain all signed withdrawal forms in an individual file for each resident.
8. Reconcile resident trust bank account monthly and post interest earned to resident trust accounts.
9. Review balances every month with the Administrator.

### **CASH FUNCTION**

1. Monitor opening of mail to ensure all payments received are accounted for.
2. Check local bank account on a daily basis for electronic payments received.
3. Deposit all funds received and send check register to home office on a daily basis.

4. Post all payments received on a daily basis to appropriate accounts/residents.
5. Monitor cash calls received from home office to ensure check registers are in agreement and all service/bank charges are properly recorded on local accounts.
6. Reconcile and replenish all petty cash accounts at least once a month, more often if necessary.
7. Reconcile facility bank accounts as directed to include employee fund and resident council.

### **CENSUS FUNCTION**

1. Reconcile census on a daily basis to ensure the manual and financial census' are in agreement.
2. Continuous monitoring of payer changes that would affect census.
3. Ensure that all room changes, transfers, discharges and leaves of absence are properly recorded and completed timely.
4. Consistent communication of census information to service providers to ensure accuracy of billing.
5. Consistent and effective communication with clinical staff to ensure accuracy of billing.
6. Report all census discrepancies immediately to Director of Nursing.

### **OTHER FUNCTIONS**

1. Participate in all departmental meetings and Medicare meetings.
2. Greet all visitors to the facility in a courteous and professional manner.
3. Communicate effectively and productively with co-workers and staff.
4. Ensure that computer data files are backed up daily.
5. Monitor all office equipment such as printer, computers, adding machines, copiers, telephone systems, fax machines etc. to ensure they are in good working order. Call for maintenance services when necessary.
6. Supervise work assigned to office assistant and/or receptionist if positions exist.
7. Answer telephone calls in a timely manner and direct calls to appropriate staff/departments.
8. Return phone messages in a timely manner.
9. Monitor accounting/office supplies to ensure there are enough on hand to meet the day-to-day operational needs of the facility.
10. Be informed about current employment laws, rules and regulations.
11. Perform related duties as assigned or as the situation dictates.

### **Risk Exposure Categories:**

- 1=Tasks may involve exposure to blood/body fluids.
- 2=Tasks do not involve contact with blood/body fluids but could result in performing a Category 1 task.
- 3=Tasks do not involve any risk of exposure to blood/body fluids.

**PHYSICAL REQUIREMENTS**

These are physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the Company may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

	Never 0 hours	Occasionally (1-33%) .1 – 2.6 Hours	Frequently (34-66%) 2.7 – 5.2 Hours	Continuously (67-100%) 5.3+ Hours
Standing/Walking:		X		
Sitting:			X	
Lifting /Carrying 0-10 lbs.		X		
Lifting/Carrying 11-20 lbs.		X		
Lifting/Carrying 21-25 lbs.		X		
Lifting/Carrying 26-50 lbs.		X		
Lifting/Carrying 51-70+ lbs.	X			
Pushing/ Pulling 0-10 lbs.		X		
Pushing/Pulling 11-20 lbs.		X		
Pushing/Pulling 21-25 lbs.		X		
Pushing/Pulling 26-50 lbs.		X		
Pushing/Pulling 51-70+ lbs.		X		
Climbing/Balancing:	X			
Stooping:		X		
Squatting:		X		
Kneeling:		X		
Reaching:		X		
Hearing/Listening: Must be able to hear well enough to communicate with co-workers and residents				X
Fingering/Grasping/Feeling: Dexterity necessary to handle and manipulate equipment and supplies.				X
Seeing: Must be able to read reports, instructions, and observe residents				X
Color Perception: (Red, Green, Amber)			X	
Animals/Plants		X		

**MENTAL/REASONING REQUIREMENTS**

- Reading Simple       Writing – Complex       Analysis/Comprehension
- Reading-Complex       Clerical       Judgment/Decision Making
- Writing – Simple       Basic Math Skills

**EXPOSURES**

- Airborne particles       Explosives       Muscular Strain       Temperature
- Caustics       Fumes       Noise       Toxicants
- Chemicals       High places       Odors       Vibration
- Electrical Current       Moving Parts       Physical abuse       Vision strain
- Slippery Floors       Weather

## **WORK AREA AND ENVIRONMENT**

Office areas and occasional visits to other offices/departments within facility.

## **QUALIFICATIONS**

Education: High School diploma or equivalent. Requires a bachelor's degree in Accounting or Business Administration.

Experience: At least two full years of office experience, preferably in long term care experience or Medicare/Medicaid billing. Must have previous accounting, bookkeeping and collection experience.

Job Knowledge: Ability to speak, read, write and understand English. Knowledge of insurance procedures and contracts, experience with Medicare, Medicaid, Commercial insurance and Managed Care billing. Use computers to enter, access and retrieve financial data via spreadsheets and accounting software. Knowledge of Microsoft Word products. Operate various machines calculator, fax machines, telephone systems, desktop computer, credit card machine. Requires face-to-face contact with residents, families, and employees. Must be friendly, creative, handle stress, sympathetic, and accept responsibility.

Standards: Knowledge of and ability to meet regulations of: Centers for Medicare and Medicaid Services (CMS); State Health Department; State Food Codes; OSHA, Life Safety Codes; Facility Policies and Procedures

## **BASIC REQUIREMENTS**

1. Residents always come first, and their needs will be met unless there is a conflict with the needs of others or the organization as a whole.
2. Residents, resident families, co-workers and visitors will be treated with respect, dignity and kindness.
3. Support the mission, vision and values of the facility
4. Employee behavior will consistently be in a manner that demonstrates both employee's and the company's commitment to an ethical, honest and above-board approach in all dealings with employees, customers, suppliers and the community.
5. Report to work on time and for scheduled shifts as attendance is required to perform the duties and responsibilities of this position.