

# Business Office Supervisor

Lassen Medical Clinic  
Red Bluff, CA

Full Time / Monday – Friday



**Benefits:** PTO, Health, Dental, Vision, Long Term disability, Life and AD&D, Retirement  
Benefits begin after the first of the month following hire / 401K begins after the six month of employment

## **JOB DESCRIPTION**

The Medical Billing Supervisor will work with the Business Office Manager in all aspects of managing the responsibilities for the department including associate hiring, motivation, coaching, development, discipline, customer satisfaction and achievement of key metrics. It is important someone in this position have the ability to motivate employees to accomplish department and company goals and remain calm during stressful situations, including interpersonal conflicts between team members. Extensive problem-solving capabilities and strong written and verbal communication skills will make this position successful.

Employee must attend trainings, meetings and conferences as needed. Business Office Supervisor will be expected to work independently and within a team with little supervision. Employee is expected to pay attention to details, be accuracy, be organized and maintain a cooperative persona along with a willingness to assist others.

## **Performance Requirements:**

### ***Knowledge;***

1. Knowledge of medical terminology and practice protocols related to appointment scheduling.
2. Knowledge of confidentiality requirements related to patient information.
3. Knowledge of medical practice clinical and administrative systems, including financial policies and reimbursement payment requirements.
4. Relies on extensive experience and judgment to plan and accomplish goals.
5. Knowledge of healthcare reimbursement and healthcare reform

### ***Skills;***

1. Skill in establishing and maintaining effective working relationships with other employees, patients, organizations and the public.
2. Skills in developing, implementing, and administering budgets.
3. Analyze and flowchart procedures and work flow to achieve optimum efficiency and accuracy.

### ***Abilities;***

1. Ability to communicate in writing, over the phone and in person with internal and external customers.
2. Ability to anticipate, recognize, evaluate, solve problems, and correct errors.
3. Ability to collaborate with all levels of clinicians and staff to meet clinic needs.
4. Ability to analyze data reports and make recommendations for improvement.
5. Ability to conceptualize workflow, develops plans, and implements appropriate actions.

### **Major Duties and Accountabilities:**

1. Supervise/Monitor on a daily basis Work Queues of Billing/Collectors/Business Office Representatives.
2. Act as the first line of communication with the medical billing representatives for questions and customer issue resolution
3. Take escalated customer calls
4. Coach representatives in a positive manner to achieve their individual and department goals
5. Create and implement activities to motivate team to meet/exceed metrics
6. Along with Business Office Manager Perform annual Performance Reviews
7. Complete HR/payroll for employees
8. New Employee Set-up—Assignment of Trainings
9. Enforce HR policies (attendance, dress code, cell phone, etc.)
10. Keep HR and management informed of area activities and significant problems
11. Maintain a high degree of confidentiality pertaining to team member and customer situations
12. Additional duties as assigned

### **Position Competencies:**

1. **Role model for organization's core values**
2. **Customer Service:** Demonstrates the highest standards for friendly, courteous and caring interaction with patients, physicians, customers, and fellow employees.
3. **Analytical**
4. **Organization and presentation abilities**
5. **Professional presence**
6. **Coaching and Teaching/Development of staff**
7. **Communication** Demonstrates ability to accept and understand instructions, expresses self clearly and concisely.
8. **Adaptability/Flexibility:** Demonstrates the ability to cope with pressure, grasp new ideas and methods, and adjust responses to meet the changing work environment.
9. **Independence/initiative:** Demonstrates reliability, follow-through, ability to work with minimum supervision, and desire and ability to accept additional responsibility.
11. **Confidentiality**
10. **Emotional Intelligence:** Maintains basic emotional and social competencies to include self-awareness, self-regulation, motivation, empathy, and social skills.

### **Job Qualifications:**

- **Equipment operated:** standard office equipment including computers, faxes, copiers, printers, telephones, etc.
- **Education/Experience:** This job requires a high school diploma or equivalent and a minimum of three years of lead or supervisory experience, or equivalent experience. Employee must be able to demonstrate experience in billing HMO/PPO/EPO, Workers Comp, Medicaid/Medicare/Insurance along with proficiency with Microsoft Office products including Excel and Word.
- **Physical:** Work requires physical demands of standing, sitting, bending, lifting, stooping or performing other work requiring light physical exertion (up to 30 lbs.) on an occasional basis (up to 15% of the time) and frequent walking or moderate physical exertion (30-50 lbs.) on an intermittent basis (not a routine part of job). Corrected vision and hearing required. Office may be noisy due to office machine noise.

### **To Apply:**

Submit a cover letter, resume and a completed standard application to a JTC Staff person and ask for an initial prescreen interview.