



## EFFINGHAM COUNTY BOARD OF COMMISSIONERS

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| <b>Job Title: Office Manager</b>                          | <b>Job Code:</b>    |
| <b>Reports to: Director of Emergency Medical Services</b> | <b>FLSA Status:</b> |
| <b>Department: Emergency Medical Services</b>             | <b>Pay Grade:</b>   |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **Position Overview:**

To assist the department head in daily activities, providing clerical support, to ensure smooth and efficient administrative operations. Employees in this classification also serve as lead worker to other clerical staff in office.

### **Principal Duties and Responsibilities (Essential Functions):**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

Maintain financial information in a confidential manner; prepare and maintains complex financial files; oversee monies and accounts in accordance with state bookkeeping and auditing procedures; prepare monthly and year-end financial reports; collect and receipt monies received; maintain records and balance funds.

Answer the telephone; receive visitors; answer inquiries from the public; maintain schedules and calendars; make appointments.

Type, process, prepare and maintain correspondence, charts, forms, reports, studies, schedules, logs, handbooks, evaluations, records, or other materials; photocopies, faxes, and distribute documents.

Reviews and attaches all hospital forms to patient files for billing purposes.

Works independently with outside EMS Billing Company to insure accurate and complete patient reports for billing purposes.

Works with the hospital billing departments to insure correct patient and insurance information.

Research and compile information for reports; calculate employee leave information; enter data into computer.

Perform accounts payable, accounts receivable, and payroll bookkeeping; maintain account balances; handle and maintain petty cash fund; make bank deposits.

Check and review a variety of data for accuracy, completeness, and conformance to established standards.



## EFFINGHAM COUNTY BOARD OF COMMISSIONERS

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File office correspondence and other records; maintain records of various kinds of work done by the department.

Responds to Open Records Requests, Process Invoices for such requests.

Maintain inventory of office supplies; order or requisition supplies as needed; obtain bids.

Assist in processing incoming and outgoing mail.

Schedule conferences and meetings; attends meetings.

Process paperwork for new employees and enter into the Patient Care Reporting Software.

Maintain and update State required certification files on all individual employees.

Prepare, implement, and administer office procedures; establish and administer office goals; ensure compliance with policies and rules.

Set up interviews with prospective employees; check employee references; train administrative employees on department policies and procedures.

Prepare or complete various forms, reports, correspondence, or other documents.

Receive various forms, reports, correspondence, manuals, reference materials, or other documentation; review, complete, process, forward or retain as appropriate.

Operate a computer to enter, retrieve, review or modify data; verify accuracy of entered data and make corrections; utilize word processing, spreadsheet, or other software programs.

Communicate with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintain copiers and office equipment.

May record and transcribe meeting minutes; prepares agendas.

Perform other related duties as required.



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Operate with a team-focused approach, maintaining a favorable working relationship with other department personnel to foster aid and promote a cooperative and harmonious working climate which will be conducive to maximum morale, productivity and efficiency/effectiveness.

Perform all duties and responsibilities in a timely and effective manner in accordance with established policies and procedures to achieve the overall objectives of this position.

Inform the Director of EMS promptly and fully of all problems or unusual matters of significance.

### **Supervision Received:**

Office Manager reports to the Director of EMS.

### **Supervision Exercised:**

This position may be responsible for supervision of other clerical staff in office.

### **Skills (Core Competencies):**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

- Office equipment such as printers, copiers, telephones, computer equipment, etc.
- Email communications
- Relevant software
- Medicare, Medicaid and Private Insurance billing procedures

### **Ability to:**

- Review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- Utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.



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- Apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

### **Qualifications:**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Education/Training/Experience:**

High school diploma or GED; supplemented by college level course work or vocational training in office technology; supplemented by three (3) years previous experience and/or training that includes administrative and clerical work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.