



COLUMBUS
SPEECH & HEARING

EST. 1923

JOB OPENING:

Front Office Manager

Do you have the energy and passion to make a lasting impact on individuals, families and the community? Are you looking for a supportive and collaborative environment with similarly invested professionals? Join our team!

We offer health, dental, vision, and a 401K match program. And the generous vacation accrual starts on day one!

RESPONSIBILITIES AND AUTHORITIES

- Oversee day-to-day front office operations.
- Supervise front office staff to include all satellite offices.
- Set front office team schedules and approve PTO.
- Develop, implement, and monitor policies and procedures for speech and audiology front offices in coordination with the Director of Operations.
- Oversee and manage all Speech A/R billing (CAFS, POLR, BCMH, etc.) and payments.
- Ensure outstanding balance log for all contracts as well as patient balances are being invoiced and collected.
- Ensure patient/client balances are being collected at time of service.
- Manage Autopay/Payment Plans (partnering with billing company).
- Manage Sliding Fee Application (Speech only).
- Assign tasks as well as monitor and evaluate the performance of Front Office team members.
- Coordinate schedules to ensure proper coverage in all audiology and speech front offices.
- Understand all tasks performed by each team member and be able to support and assist with those tasks as needed.
- Partner with billing company as the center point person for client billing, A/R, and accreditation of professionals and CSH.
- Perform review and analysis of front offices and keep the Director of Operations properly informed.
- Responsible for recruiting staff for the office and providing a schedule for department orientation and training to new employees.
- Liaise with management to identify potential office dysfunctions.
- Provide informative material for patients.
- Ensure compliance with current healthcare regulations, medical laws, and high ethical standards.
- Provide excellent customer service for audiology patients and speech clients.
- Ensure top performance of office staff by providing adequate coaching and guidance.
- Hold bi-weekly meetings for all Front Office Staff Members.
- Coordinate office staff activities and tasks to ensure maximum efficiency.
- Perform quality control checks according to procedures for electronic records keeping.
- Ensure security, integrity, and confidentiality of data.
- Communicate with patients/clients regarding inquiries and complaints in coordination with the Director of Operations.
- Manage and supervise patient/client scheduling.
- Coordinate with Speech ADs to manage new and changing speech schedules.
- Coordinate with Speech ADs on SLP PTO Requests.
- Manage internal staff relations.
- Maintain a safe and secure working environment.
- Other duties as assigned by supervisor.



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EDUCATION, EXPERIENCE, SPECIAL ATTRIBUTES

- BS degree in Healthcare Administration, Business or relevant field OR equivalent experience
- Must have 2+ years of experience as a medical office manager
- Knowledge of accounting, data and administrative processes and principles
- Ability to handle medical records discreetly
- Works well independently and has strong operational skills
- Excellent organizational and time-management skills
- Ability to multi-task and perform well in stressful situations
- Excellent written and verbal communication skills
- Excellent customer service
- Knowledge of office management responsibilities, systems, and procedures
- Attention to detail and problem-solving skills
- Must be able to work both independently and as part of a team
- Must be able to work appropriately with clients, patients, and staff at all levels of the organization

The information above has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.