

POSITION DESCRIPTION**OFFICE MANAGER II**

Mental Health Medical Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Office Manager II

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a professional level (FLSA non-exempt) position. The incumbent functions as Office Manager II for front desk operations and supervises front desk staff.

The incumbent reports to the Nursing Manager for Region Ten's Community Care and Integrative Health Center at the Peterson Building, and receives general supervision. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies, especially regarding confidentiality. Work entails ad-hoc problem solving and the development of improved office management procedures. Effective use of limited resources requires careful analysis of facts, some forecasting of future needs, and proper assessment of staff capabilities.

The incumbent is expected to function with initiative and independent judgment with unusual situations being referred to the supervisor for policy clarification or interpretation.

MAJOR DUTIES:

1. Supervises receptionist staff: including problem solving, work planning, training, and review and annual performance appraisals.
2. Screens applicants and recommend appointment of staff.
3. *Develops and maintains office policies and procedures.
4. Facilitates resolution of operational problems.
5. Assists in coordinating and managing office space to maximize available space and ensure all confidentiality and safety concerns are addressed.
6. Performs receptionist/secretarial duties as needed.
7. Coordinates with Case Managers and treatment team members in updating consumer's insurance information.
8. Responds to building concerns.
9. Manages, in conjunction with Property Technician, general facility maintenance and repair.
10. Is responsible for adherence to state licensure physical plant regulations to include fire and general safety.
11. Assures that adequate supply of general use supplies/forms are available at all times; assures equipment is working properly at all times; maintains centralized systems such as incoming/outgoing mail, postage, copying, etc.
12. *Schedules, coordinates and tracks all Healthy Transitions cases insuring continued eligibility and assisting program manager in transitioning and/or referring to other Mental Health Services as appropriate.
13. Coordinates Psychiatric Evaluation and Medical Management Appointments for discharges from Western State Hospital and other surrounding psychiatric hospitals and treatment facilities.
14. Assists in coordination of care with our Boost Integrative Program and Neighborhood Family Health Center.
15. Acts as Safety Captain, assisting in coordination of safety drills (Hurricane, flood, tornado, etc.) and is first contact with Emergency Response (police, fire, rescue squad, etc.)
16. Ensures First Aid Kit is updated annually and PRN.
17. Prepare bank deposits and maintain all supporting data and forward all relevant data as required.
18. Works closely with other office staff to assure completion of all tasks associated with the Business Office.
19. Coordinates and assists with Medical Directors and Nursing Managers' schedules.
20. Other job related duties as required by the Nursing Manager.

QUALIFICATIONS:

The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: standard office practices and procedures; software applications to include WordPerfect and Lotus software; interview techniques; bookkeeping and billing procedures; court systems.

Skills in: verbal and written communication; problem-solving; secretarial techniques; basic bookkeeping; math; use of office equipment; data entry; interpersonal relations.

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Abilities to: be organized, efficient and accurate; communicate effectively with a wide variety of individuals; be decisive and think quickly; work well under pressure; prioritize work and provide coverage in each of the functional areas; be client-centered/customer oriented, working with both external and internal customers.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
800 Preston Avenue
Charlottesville, Virginia 22903

POSITION ORGANIZATION CHART

Nursing Manager
|
Office Manager II

GRADE: 7

SCHEDULE: Monday through Friday, 8:00-4:30
Position Description Updated: January 4th, 2019

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date