



OFFICE MANAGER / BILLER

Emergency Medical Services

Reports To: Director

Salary/Hourly Range: 32

FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 01/07/2019

INTRODUCTION

This position is responsible for efficient full range, secretarial and administrative work of moderate difficulty and complexity requiring applications in supervision, management, exercise of independent judgement and decision making abilities.

KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Monitors office operations, functional activities and special projects; receives, analyzes and assigns to appropriate staff; keeps supervisor abreast of details affecting office management decisions; demonstrates continuous effort to improve operations, streamline work processes, work cooperatively & jointly with others to provide quality seamless customer service.
2. Coordinates and attends office/project meetings; prepares packets; conducts and gathers pertinent information from research activities; follows-up on actions required; takes and transcribes meeting minutes.
3. Prepares and submits office/project fiscal proposals/budgets, modifications/amendments and required office/project reports; performs general support duties intended to implement administrative actions required by tribal policies and procedures.
4. Develop and maintains office/project administrative procedures for records management, responsible for proper filing & retrieval of documents pertinent to office operations & clientele; maintains confidential & sensitive information/data in accordance with established policies & regulations.
5. May serve as a representative of the supervisor when in contact with other employees, officials, outside agency representatives, general public etc.; issues instructions on behalf of the supervisor as delegated; makes oral presentations to Tribal Council, Budget Oversight Team and management groups in the absence of the supervisor, etc.
6. Supervises as delegated in order to efficiently complete work projects; provides instruction & training regarding work assignments, procedures, methods & techniques and establish performance standards; monitors work in progress & evaluates performance and initiates personnel actions as necessary.
7. Prepares routine correspondence, reports, etc., for review & signature; verifies material for completeness & conformance with established regulations & procedures; processes requisitions, travel authorizations, travel expenses claims or any other procedural forms required by the office.
8. Process documents related to ambulance calls, referrals and other documents related to emergency medical responses and emergency medical services. May also assist in Mass Causality Incidents (MCI) and other EMS related activities to provide clerical, administrative support and as a First Responder.
9. Ensures all documents related to EMS calls are complete, correct and prepared for 3rd Party Billing. Ensures billing sheets are properly coded for billing.
10. Receives daily, monthly, yearly payments and credits to the Hopi EMS 3rd Party Revolving Account: Reconciles these payments with the Hopi EMS billing agency to ensure all payments and credits are correct and accounted.
11. Reconciles all payments and credits with the Hopi Tribal Treasures Office to ensure that all supporting documents are in place for proper credit to the Hopi EMS 3rd Party Revolving Account. Ensures that all deposit receipts are correct and accounted for to the proper payer.
12. Maintains all patient contact and medical information strictly confidential according to all HIPAA regulations. May have access to Protected Health Information (PHI) and other patient information only to the extent this necessary to complete his/her duties. May not share PHI or other patient information with any other party whom does not have the need to know credentials and without the Directors approval.
13. Performs other duties as assigned or authorized to achieve Tribal/Program goals and objectives.

PERSONAL CONTACTS

Contacts are with employees within/outside the immediate work unit, Tribal Council, Budget Oversight Team, personnel of other agencies, public & private sector business/organizations and the general public.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS

The incumbent may at times be required to drive emergency vehicles on the roads in varying weather conditions. The work may take the incumbent into potential bio and hazardous EMS incidents/conditions that may require incumbent to wear protective clothing and equipment.

MINIMUM QUALIFICATIONS

Education: Associate's Degree in Secretarial Science or Business Administration or related field;

AND

Experience: Five (5) years responsible secretarial and administrative work experience, which includes problem solving, researching and budget management;

OR

Any equivalent combination of Education, and Experience which demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of the tribal government organizations, administration and management practices;
- Knowledge of budgeting practices and financial recordkeeping;
- Knowledge of good customer service principles, practices and quality standards;
- Knowledge of supervisory practices;
- Knowledge of modern office equipment/machines and applicable software programs;
- Knowledge in 3rd Party Billing, emergency medical service practices and medical terminology;
- Knowledge of Ambulance ICD coding principles;
- Knowledge of collection and compiling EMS 3rd Party billing data;
- Knowledge as an Emergency Medical Responder;

- Skill in written and verbal communication;
- Skill in operating modern office equipment/machines and applicable software;
- Skill in human and public relations;
- Skill in research techniques, methods and practices.
- Skill in effective utilization of two-way radio equipment
- Skill in the procedures of an Emergency Medical Responder;

- Ability to operate modern office equipment/machines and applicable software programs;
- Ability to work independently, professionally and exercise sound judgement;
- Ability to multi-task, meet deadlines and work under pressure;
- Ability to explain & solve budgetary problems;
- Ability to establish and maintain positive, professional working relationships with others;
- Ability to maintain strict patient and personnel information confidential;
- Ability to interpret and use medical terminology;
- Ability to perform as an Emergency Medical Responder.

NECESSARY SPECIAL REQUIREMENTS

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
3. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
4. Must be able to pass mandatory and random drug & alcohol screening.
5. Must not have any felony convictions.
6. Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.
7. Possess or acquire Emergency Medical Responder certification.