

Office Manager (Belgrade)

Purpose: To make all who come into ZoeCare-Belgrade feel welcomed and comfortable and to encourage a healthy, efficient environment in the office.

Description: The Belgrade Office Manager oversees the reception area that greets patients, answers questions and makes patients feel comfortable and welcome. The Office Manager answers phones, schedules appointments and manages Belgrade's electronic health records.

Reports To: Nurse Manager

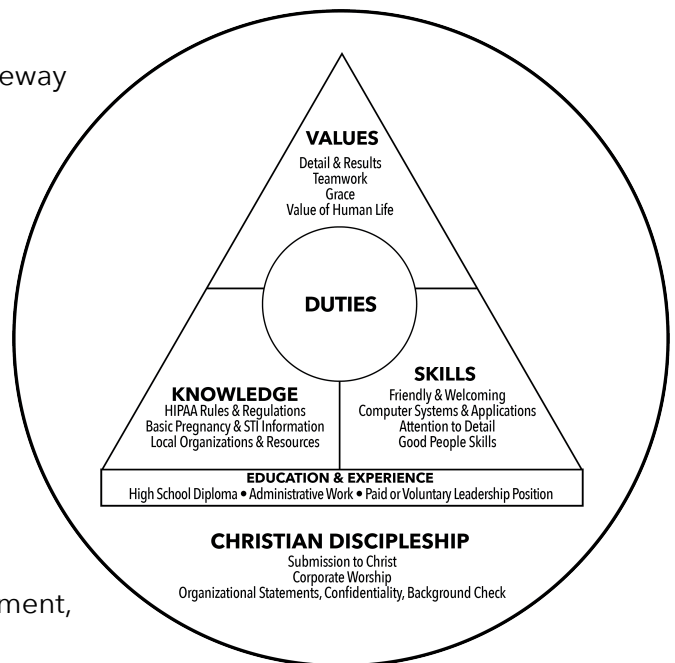
Supervises: Receptionist Volunteers at Belgrade location

Weekly Hours: 20 (up to 24 as necessary)

Strategic Importance: The Office Manager provides the gateway through which all of ZoeCare-Belgrade's patients travel and sets the tone for their visit. The Office Manager enables effective ministry by overseeing patient records and HIPAA compliance.

Christian Discipleship: These core characteristics are required for all employees and volunteers.

- Submit to Christ's leadership and guidance.
- Participate in corporate worship at a local Christian church.
- Agree with ZoeCare's *Organizational Statements*, adhere to and sign the ZoeCare confidentiality statement, and document completion of a Montana criminal background check.



CORE COMPETENCIES: Office Manager

Duties:

- Oversee the Belgrade office reception area and ensure all patients and visitors are greeted cheerfully and help ensure they feel comfortable and welcome.
- Oversee checking patients in and moving them into and out of ZoeCare patient flow as needed.
- Oversee the answering of all phone calls in a polite, consistent phone manner using proper ZoeCare telephone etiquette.
- Determine and implement best practices regarding patient scheduling, check-in, record keeping, and closely work with Nurse Practitioner and Nurse (Belgrade) in regard to patient flow.
- Manage patient records, ensuring all health records are complete and all appropriate documents uploaded.
- Monitor schedules for all Belgrade staff and volunteers and advise medical staff and patients of scheduling changes.

- Ensure that the ZoeCare-Belgrade office is fully stocked with all basic supplies necessary to effectively run the office. Order or arrange for purchase of supplies as necessary.
- Oversee office equipment, including copier, computers, etc. Schedule maintenance as necessary.
- Prepare forms and logs needed for Patient Services and ensure they are available to the Belgrade Nurse(s) as necessary.
- Prepare and keep Belgrade patient statistics and provide appropriate reports to the Executive Director as needed.
- Assist Bozeman Office Manager with office policies, events, devotions, HIPAA compliance, and accreditation work as needed.
- Train Belgrade reception area staff and volunteers.
- Other duties as assigned.

Knowledge:

- HIPAA rules and regulations.
- Basic pregnancy and STI information
- Working knowledge of local organizations and resources.

Skills:

- Friendly and welcoming demeanor.
- Computer systems and applications.
- Attention to detail.
- Good people skills.

Values:

- Detail and results-oriented.
- Teamwork.
- Grace.
- Value of human life.

Education & Experience:

- High school diploma.
- Administrative work.
- Paid or voluntary leadership position.