



Behavioral & Educational Solutions, P.C.

Job Title:	Office Manager	Job Category:	Professional
Location:	DC Metro Area	Travel Required:	Yes
Level/Salary Range:	Competitive Salary with Benefits	Position Type:	Full-Time

Company History

Since our inception in 2008, Behavioral & Educational Solutions (BESDC) has positioned itself as a leader in mental health and social support services for children and families in the DC Metro area. Our team of psychologists, speech and language pathologists, social-workers, and behavioral analysts provide support, resources, solutions, respite, and education so families can increase engaged quality time together. We are committed to collaborating with families and schools so interventions are solution focused, culturally sensitive, and developmentally appropriate. We are a team of young, culturally diverse, and energetic professionals committed to providing comprehensive services that serve the entire child and nurture his/her development. We are looking for like-minded professionals.

Position Summary

The office manager is responsible for the daily administrative operations of the clinic, and ensuring that those operations run smoothly and are supportive of the clinical staff. He or she oversees an administrative team and manages their work efficiency and the quality of their work products. In addition, he or she constantly evaluates office practices and makes recommendations for improvements. The office manager also plays an essential role in managing the systems and procedures that that (in)directly impact the revenue cycle.

Essential Responsibilities

- Assist director(s) with all general operations of the office
- Manage administrative team's daily assignments and performance expectations
- Monitor and at least annually evaluate all direct reports
- Maintain essential bookkeeping tasks including but not limited to bank and credit card records; monthly reconciliation; reimbursement tracking; and patient payment such as copays
- Prepare invoices and complete billing for insurances as needed
- Lead human resource activity including, but not limited to, posting advertisements and sending CVs of prospective employees to appropriate manager/director, overseeing benefit enrollment, scheduling interviews, enrolling new employees in health plan, tracking retirement enrollment eligibility, overseeing hiring and end-of-employment procedures, and maintaining employee files
- Train employees to use systems and databases; for example, Central Reach, OCTO, and Microsoft 365
- Train administrative team as needed on customer service and professional conduct and expectations
- Set up basic equipment and software such as email and configuring phones and computers
- Serve as technical support or liaison for technical issues
- Oversee credentialing or paneling of employees and ensuring that the organization is in compliance with paneling procedures with each insurance agency
- Ensure office supplies and equipment are functional and stocked
- Make recommendations for equipment, software, programs, services or other suggestions that improve the business operations and that are cost effective
- Serve as HIPPA compliance officer
- Other duties as assigned

**Essential Skills, Knowledge, and Qualities**

1. Ability to prioritize
2. Responsible
3. Planning and Organizing
4. Great research skills
5. Great communication skills
6. Problem Solving
7. Time Management
8. High integrity
9. Adaptability
10. Customer service oriented
11. Expertise in FERPA and HIPPA laws
12. Knowledge of creating a safe, teamwork oriented environment

Qualifications and Educational Requirements:

1. Undergraduate degree or community college diploma in Business Administration or equivalent.
2. Minimum 2 years of office management or 5 years of administrative assistant with supervision experience.
3. Experience working in a diverse multicultural healthcare setting.

Preferred Skills:

- Bilingual (Spanish & English)