**POSITION:** Office Specialist

**REPORTS TO:** Chief Operations Officer (COO)

**POSITION PURPOSE**

The Office Specialist works under the direction of the Chief Operations Officer to assist in coordination of company needs, including, but not limited to employee recruiting, employee file management, reporting analytics, billing activities, A/R, and cash posting. This position interfaces directly with clients and family members to answer billing questions, ensure bills are paid on time, and problem solve unique billing scenarios. Upholds Recover Care’s mission in every interaction.

**MAJOR RESPONSIBILITIES/JOB FUNCTIONS**

**Client Experience (Quality)**

* Answers billing inquiries and solves client’s question timely
* All voicemails are returned within 24 hours
* All emails are returned within 24 hours
* Keeps to billing schedule to ensure consistency in billing process
* Conducts customer service calls to current clients, as requested
* Escalates client related concerns/grievances to leadershipaccessibility

**Compliance**

* Documents all billing calls in the client EMR
* Relays information to appropriate parties in a timely manner
* Follows all billing notifications per the MN regulations
* Assists with new hire pre-employment process
* Assist with initial set up and return of assigned equipment and discontinuation of service as applicable to individual employee (i.e. cell phone, pagers, laptops, iPads)
* Distribution and inventory of office access to appropriate personnel and assuring return when employee no longer with the company
* Regularly runs data and analytics to supply to sites
* Supplies reports to sites to ensure compliance

**Employee Engagement**

* Assist with scheduling of orientation for new staff
* Assist with key orientation tasks, as requested
* Assist with technology setup, as requested
* Assist with employee recruitment including Indeed posting, phone screens, and interview scheduling
* Participates in and encourages a team-approach to ensure implementation of agency policies and procedures
* Assists with coordination and setup of meetings and special events
* Communicates clearly with teams members via phone, text, email or chat

**Growth/Finance**

* Responsible for full billing cycle: generating and distributing invoices, cash posting, credit card and ACH deductions
* Responsible for A/R identification and recoupment of overdue client funds
* Responsible for sending service termination notices, due to lack of payment (with involvement from COO)
* Audits client billing nuances and ensures COO is aware
* Assists with ordering office supplies
* Assists with ordering of marketing materials
* Implement opportunities to capture and maintain revenue

**Other Duties as Assigned**

* This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**PERFORMANCE METRICS**

To gauge an employee’s performance, results are measured using the following indicators and goals

**Client Experience (Quality)**

1. 80% of phone calls answered

**Compliance**

**Employee Engagement**

1. Overdue employee staff requirements < targeted amount.

**Growth/Finance**

1. Billing schedule completed by day 4, every month
2. 90% of revenue collected month over month

**QUALIFICATIONS**

* High school diploma or equivalent
* Bachelor’s Degree Preferred
* Knowledge of home care and/or medical terminology
* Experience working with computers and data entry
* Communicates in a clear and professional manner verbally and in writing
* Strong interpersonal and organizational skills
* Time management and ability to multi-task
* Must be able to sit and work at a computer monitor for extended periods

**WORK SCHEDULE**

Standard 40-hour work week M-F, actual hours scheduled are dependent upon agency needs.

I, the undersigned have read the contents of the Recover Health Mission and Philosophy as well as the job description and understand that I am accountable for all the duties and responsibilities outlined herein. Also, I understand that if I fail to achieve to the provisions of the Recover Health Mission and this position description I may be terminated.

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_