NEVADA URBAN INDIANS, INC.
JOB ANNOUCEMENT
OFFICE MANAGER

DESCRIPTION:
Under the direct supervision of the Executive Director (ED), this position is responsible for the coordination of the day-to-day operation of NUI's medical clinic, diabetes and behavioral health programs. Ensuring the administration of the office is running smoothly by providing excellent service delivery and client satisfaction.

MINIMUM QUALIFICATIONS:
High School Diploma, Management Skills Course and/or complete a management skills course within 90 days of hire. A bachelor's degree in business administration, public health administration, or related field preferred. Any equivalent combination of education and experience that provides the required knowledge, skills and abilities may be considered. Previous experience with Electronic Health Record desired. Must have a current CPR card or be able to obtain one.

JOB DUTIES & RESPONSIBILITIES: duties and responsibilities may include, but are not limited to, the following:

- Have strong communication and written skills, as well as excellent organizational and multi-tasking skills.
- Responsible for coordination of front desk activities and front desk coverage in Reno and Carson City clinic.
- Coordination of the day-to-day operations of the clinic administration, billing/coding and front desk.
- Daily, regular communications with ED.
- May assist ED in collecting client statistics and preparing program reports for funding authorities, with the direct supervision of ED.
- Responsible for monthly clinical reports.
- Participate in clinical and behavioral health meetings, board committees, staff meetings, and one on one meetings with the Chief Executive Officer (CEO) and ED.
- Responsible for development and maintenance of clinic policies and procedures.
- Ensures patient satisfaction by addressing complaints promptly, troubleshooting issues effectively, and implementing process improvements to prevent recurrence.
- Improves patient/client service and satisfaction through policy and procedural changes.
- Ensures regulatory compliance with HIPAA, OSHA, federal, state, and local regulations.
- Demonstrates knowledge of Quality Assurance processes within a medical office.
- Responsible for ensuring CLIA Waived Lab stays active and compliant.
- Review front desk staff and clinical staff's daily timesheets before submitting them to the CEO.
- Promoting excellent customer service within the internal clinical department and front desk team in both clinics (Reno and Carson City).
- Travel to Carson City office location as needed.
- Maintains a safe and clean environment in a clinical setting.
- Serve as a back-up for front office staff as needed.
- May assist with outreach activities and must have current auto insurance and valid driver's license.
- Other duties as assigned.

BENEFITS: Established in 1975, we are a small nonprofit medical clinic and social services organization serving American Indians, Alaska Natives, and other underserved community members. We offer competitive wages and holidays starting on hire; employer-paid medical, dental, vision, and life insurance after 60 days at no cost for employees; a 403(b)-retirement plan; and paid time off beginning with 40 hours upon hire, increasing up to 160 hours.

SPECIAL NOTE: Nevada Urban Indians, Inc. is an equal opportunity employer and encourages all qualified applicants to contact the agency about employment opportunities. Indian hiring preference may apply to some positions dependent upon funding agency (i.e. Title V, and Indian Health Service funded positions).