



NEVADA URBAN INDIANS, INC JOB ANNOUNCEMENT

POSITION TITLE: Medical Office Administrator

STATUS: Full Time (32 – 40 hours per week, Non-Exempt). Health insurance benefits at no cost will be available for employee who works 30 hours+/week

LOCATION: Reno

POSTING PERIOD: Open Until Filled

HOW TO APPLY: Submit a completed employment application, resume, cover letter, copy of licensed counselor, and copy of diploma to the address, fax, or email below. **Applicants who do not fill out the application and/or missing the required documents, will not be considered.** Job application is available on our website

POSITION: Under the supervision of the Executive Director, this position is responsible for the coordination, day to day operation of NUI's medical office and its business dealings. Ensures medical office is running smoothly by supervising and training of medical office staff. Ensures service delivery and client satisfaction.

MINIMUM QUALIFICATIONS: Bachelor's degree in business management, business administration, public health administration, or related field and two years of related work experience (**hands-on**) in a medical business setting required. Medical Assistant certificate highly desirable. Bilingual, Certified Application counselor (CAC), and experienced in grants compliance preferred.

CONDITIONS OF EMPLOYMENT: Must submit to a pre-employment drug screening including illicit drugs and Tuberculosis, and criminal background check, within 24 hours after the offer accepted, prior to the start of employment. Employment with NUI is contingent upon satisfactory results of pre-employment background check which may include but are not limited to criminal background check, drug screening, child abuse and neglect screening, employment reference checks for current and former employers, academic credentials check, and licensure before the first date of hire or soon after. Must have a current CPR card or be able to obtain one. Must provide a copy of driver license and proof of auto insurance.

PHYSICAL DEMANDS: Work is performed in a standard medical office environment. May require sitting and/or standing for prolonged periods of time; moderate or light lifting of objects up to 25 pounds; dexterity in use of hands and fingers in times of extended use of a computer keyboard in data entry and/or repetitive correspondence or documents; exposure to computer screens. Use of modern office equipment, including but not limited to: telephone, computers, printers, scanners, calculators, photocopiers, facsimile and postage machines, recorders, etc.

ESSENTIAL FUNCTIONS: duties and responsibilities may include, but are not limited to, the following:

- Good interpersonal skills, effective communicator, and a team player.
- Coordination of the day to day operations of the practice.
- Promoting excellent customer service by all levels of the staff.
- **Responsible for development, implementation, and maintenance of clinic policies and procedures.**
- Ensures patient satisfaction, including troubleshooting when there is a complaint and developing process improvements to prevent recurrences.

- Ensures regulatory compliance with HIPAA, OSHA, federal, state, and local regulations.
- Read and understand the scope of work for each back up position (Biller/Coder, Medical Receptionist, or Medical Assistant) and assist writing grants. Collects client statistics. Prepares and submits program reports to funding authority, in collaboration with the Program Evaluator, Substance Abuse Counselor, and other necessary programs.
- Ensure work and program activities is performed within the grant budget (meet conditions of grant) and according to the program's scope of work to public including Native American and Alaskan Native youth and families.
- Retrieving explanation of benefits and posting payment.
- Collections of client responsibility and billing.
- Responsible for credentialing, contracts, and referrals/prior authorization.
- Responsible for reconciliation end of day receivables.
- Responsible for monthly utilization reports.
- Management of inventory and medical office supply.
- Training medical office staff. **Train and/or cross-train others.**
- Reviewing client caseloads a day prior.
- Oversight front desk activities and coordinate staff for front desk coverage.
- Knowledge of quality insurance of medical office/clinic process.
- Maintain safe and clean medical office/clinic environment.
- Answer multiline phone.
- Insurance verification and collect upfront patient payments.
- Responsible for performing CLIA Waived Lab Test.
- Assist with documentation of vaccine in WebIZ, and vaccine management.
- Familiar with Electronic Health Records (RPMS) and data input through reports.
- **Provide daily program reports and participate actively in daily clinic, board committee, staff, and one on one meetings with Executive Director.**
- **Be responsive and flexible in change management/process.**
- **Prepare specified medical documents for release per signed ROI form.**
- Ensures medical education pamphlets and brochures are appropriate and available.
- Assist with coordination and planning of organizational events and serves as a back-up for Biller/Coder, Medical Receptionist, or Medical Assistant (refer to each specific job description and scope of work).
- General back office and front office duties.
- Other duties as assigned.

SPECIAL NOTE: NUI 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. (*Title 25, U.S.C. 472 & 473 & Title VII, Section 703 (i) of the Civil Rights Act of 1964*)

Please Note: NUI reserves the right to change or modify job duties and assignments at any time. The above job descriptions is not all encompassing. Position functions and qualifications may vary depending on business necessity.

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