

# Christian Health Care Center

*Mission: Providing skilled health care services with compassion and love in Christ's name*

## JOB DESCRIPTION

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**TITLE:** Business Office Manager  
**REPORTS TO:** Chief Financial Officer  
**SUPERVISES:** Receptionists  
**FLSA STATUS:** Exempt, Salary

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### **JOB SUMMARY:**

This position is responsible for maintaining accurate and timely financial records of CHCC. Supervises the receptionist area and resident accounts to ensure residents are provided responsive, high quality service.

### **ESSENTIAL JOB FUNCTIONS:**

1. Provides a pleasant, positive and calm environment for residents.
2. Communicates and works smoothly with residents, families, supervisors, and co-workers.
3. Respects and abides by Resident Rights.
4. Maintains confidentiality in all things relating to residents.
5. Reports resident abuse according to CHCC policy.
6. Assists in problem solving challenging resident issues and reception logistics.
7. Good attendance is an essential requirement of this position.
8. Supervises assigned staff, including selection, orientation, training, coaching, discipline (including termination), and timely performance reviews.
9. Participates as a member of the management team, working cooperatively with all departments to provide for all resident needs.
10. Prepares accurate and timely semi-monthly payroll.
11. Prepares General Ledger for each month. – Dee (I will be learning this)
12. Prepares, examines, and analyzes accounting records, monthly financial statements, and other financial reports.
13. Computes taxes owed and prepares quarterly tax returns, ensuring compliance with payment, reporting and other tax requirements.
14. Prepares and distributes W-2's and 1099's when appropriate.
15. Performs various banking duties to maintain CHCC's banking accounts.
16. Processes insurance information for Health, Dental, Life, Disability, FSA and 403(b) enrollees/terminations.
17. Balances the above stated monthly statements.
18. Answer employee payroll inquiries and resolve payroll concerns.

### **OTHER JOB FUNCTIONS:**

19. Assists with Northwest Adult Day Health billing.
20. Assists in the support of company-sponsored events, activities, and functions.
21. Participates in continuing education and community activities to maintain and strengthen current skills and expertise in assigned area.

22. Performs special projects or other duties as assigned by supervisor.

**WORKING CONDITIONS AND EQUIPMENT USED:**

Work is performed in a fast-paced patient/resident environment with frequent interruptions. Incumbent must be team-oriented and work collaboratively with staff, demonstrating excellent communication skills. Incumbent must be able to effectively utilize computers and various software, computer printers, photocopier, telephone system (multiple line), and fax. Occasional travel to attend local meetings. Travel outside local area may be needed to attend seminars or conferences.

**QUALIFICATIONS:**

**Knowledge of:**

- Accounting principles and practices.
- State and federal regulations related to long-term care and area of responsibility.
- Budget development and management practices.

**Skill and ability to:**

- Excellent verbal and written communication skills, ability to make public presentations as needed.
- Strong leadership skills; ability to motivate and lead staff in providing top quality resident care.
- Strong management skills, including problem-solving skills, decision making abilities; and coaching skills.
- Maintain high standards despite various deadlines and pressures.
- Strong organizational skills and attention to detail.
- Establish and maintain constructive relationships with residents and their families, other department managers, employees and the general public.
- Proficient with various software including Microsoft Word, Excel, and Outlook.

**Education and Experience:**

- Associate of Arts degree in Accounting, Finance or related field.
- Two or more years experience performing accounting functions, including budget development.
- Supervisory experience preferred.
- Combination of education and experience that qualifies the candidate for the position.

## **GENERAL PHYSICAL REQUIREMENTS:**

Requires ability to move throughout the facility on a consistent basis. Must be able to lift and carry general office supplies and equipment weighing up to 20 pounds. Must be able to push and maneuver a wheelchair throughout the facility. Position requires hand manipulative skills for word processing and writing. Must be able to hear verbal conversations over the phone and in-person with background noise. Must be able to consistently identify objects and persons at a distance and read fine print on various forms.

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*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment nor do they alter the at-will nature of the party's employment relationship. The employer retains the discretion to change and alter this description at its discretion.*