



Job Code: 0919

Grade: 13

HCWR: N

Job Title

Business Office Supervisor

Department

Emergency Medicine

Job Summary

To provide quality service to all patients of the Emergency Medicine Department. Under general supervision, supervises the activities of Clerk V's and Administrative Aides. Provides clerical relief as necessary. Engages in a variety of performances and variety of complex functions to ensure that clerical equipment supplies and information system available. Oversees proper financial information is collected. Inventories and orders equipment and supplies. Responds to requests from the physicians and nurses for specialized medical equipment and provide initial problem solving in the clinical area. Other related duties as required.

Typical Duties

- Acts as shift facilitator under the direction of the Administrative Analyst V for management of issues regarding ancillary services and equipment maintenance.
- Uses troubleshooting algorithms to assess problems presented to them, serve as main contact person during the shift for Department staff to report operational issues to maintain log of issues and their resolution.
- Forwards unresolved issues to senior staff per procedure.
- Addressed the following equipment related issues: Information Services related, Clinical, Non- Clinical, Services Delays, Environmental Services, Building and Grounds.
- Supervises inter-hospital transfer for Department to other facilities to assure timely completion of transfer of patient. Duties include interfacing with charge attending and social service and acting as overall coordinator for the transfer, assuring compiling and completion of necessary documents.
- Supervises Bed Control/Department bed reconciliation per policy and report to charge attending.
- Signs out and ensures return of specialized equipment to the physician staff.
- Assures adherence to policies and procedures for computer-based functions relating to clerks. Oversees computerized discharge process and scanning of the charts.
- Assures compliance with downtime procedures relating to clerks.
- Assures that all admitted patients are fully registered, including proper collection of financial information and verifying insurance status.
- Ensures all Department Encounter Forms are properly filled out and charts are prepared for distribution to Finance and Medical Records.
- Interfaces with Hospital Information System liaison for any computer problems. Must be able to recognize and verbalize issues.
- Monitors registration process to ensure that registration process is completed in a timely manner and troubleshooting backups which may include registering patients oneself.
- Ensures packaging of outpatient prescriptions are delivered in a timely basis to per policy Pharmacy.
- Manages and monitors staff who report directly, including maintaining that all personnel are in appropriate uniform, and that staff is in assigned area.



Typical Duties

- Maintains steno log and submits to Administrative Analyst III weekly.
- Assigns and supervises the Clerk V in the function of their day-to-day duties in an appropriate manner.
- Completes end of shift reports, monitors activity log.
- Makes routine rounds throughout the Department with checklists and trouble route per policy and as appropriate.
- Participates in special projects, studies, and other duties as assigned. Attends department and hospital-wide meetings as directed.
- Maintains and troubleshoots issues that negatively impact organizational operations time.
- Assists in orientation of new employees and volunteers.

Minimum Qualifications

- High School Diploma, GED equivalent, or higher
- Two (2) years of previous experience in either direct public contact or complex clerical functions
- One (1) year of prior supervisory experience
- One (1) year of financial screening and registration experience
- Demonstrate proficiency using Microsoft Office (Word, Excel, and Access)
- Demonstrate proficiency using Cerner applications including Scheduling, FirstNet, and Registration

Preferred Qualifications

- College experience
- Hospital and health related experience

Knowledge, Skills, Abilities and Other Characteristics

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking, time management and conflict resolution skills
- Demonstrate attention to detail, accuracy, and precision
- Ability to adhere to department policies and standards utilizing best practices

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.



The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.