



**PUEBLO OF JEMEZ  
JOB ANNOUNCEMENT  
2022-006  
HEALTH & HUMAN SERVICES  
BUSINESS OFFICE  
BUSINESS OFFICE MANAGER**

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<b>Position Title:</b>	Business Office Manager	<b>Pay Level:</b>	\$54,937 – \$84,405
<b>Position Open Date:</b>	12/16/2022 – Until Filled	<b>Department:</b>	Business Office
<b>Position Status:</b>	Full-Time	<b>Classification:</b>	Exempt
<b>Supervisor:</b>	Chief Financial Officer	<b>Location:</b>	Health & Human Services

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**POSITION SUMMARY:**

Responsible for development, oversight, and coordination of revenue cycle and accounts receivable operations including the functions of coding, billing, accounts receivable, and registration for the Jemez Health Center; conducts process mapping and systems monitoring to assure maximum collections and operational efficiency and effectiveness.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION & EXPERIENCE:**

Bachelor's Degree in Business Administration, Healthcare Administration or closely-related field; AND five (5) years of business office experience in a healthcare delivery setting; two (2) years of which were in a supervisory/managerial role. Bachelor's Degree may be substituted by demonstrated sufficient work experience in business office operations.

**REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:**

New Mexico Driver's License

Background Investigation

**PHYSICAL DEMANDS & WORKING ENVIRONMENT:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

**ESSENTIAL FUNCTIONS:**

- Plans, organizes, assigns, supervises, reviews and evaluates the work of assigned staff
- Recommends selection of staff; trains staff and provides for their professional development; administers discipline as required
- Assists in planning goals, objectives, procedures and work standards for the program; collaborates in the development and adherence to annual budgets to facilitate optimal reimbursement and fiscal responsibility
- Ensures proper scheduling of services and allocation of resources; evaluates program effectiveness and efficiency, ensures that such programs meet standards and regulatory requirements and professional standards; performs quality control of functions and staff
- Provides professional advice and technical assistance to staff; investigates complaints and resolves problems regarding service delivery
- Administers the billing and claims operations to include coding, accounts receivable credits and collections in compliance with regulations, guidelines, policies and procedures within the established quality and quantity standards
- Provides documentation and implementation of operating procedures to ensure all claims are processed and paid; ensure submission of timely and accurate executed claims; and timely and accurate posting to patient accounts
- Ensures timeliness and accuracy of claims follow-up, denials and appeals to determine the recoverability for POJ
- Works with Medical Records, Medical Benefits, Purchase Referred Care and Credentialing staff to ensure third party collections are maximized through the screening process and alternate resources
- Reviews and monitors Accounts Receivable; generates collections and revenue reports; monitors individual productivity; works with Finance staff to reconcile third party payer accounts
- Establishes and maintains a comprehensive system of periodic audit and quality assurance by monitoring all Business Office functions
- Assists Financial Analyst in financial forecasting
- Acts as a liaison and negotiate with external providers' representatives for the fair market price of medical services rendered for Jemez Health Center patients; ensure cost containment for the medical services
- Monitors coordination of benefits to ensure maximum return
- Works with external agencies, fiscal intermediary administration, claims processing staff, Purchase Referred Care and Credentialing staff, to identify and resolve problems with applications and operating systems
- Acquires provider numbers through Credentialing staff, including the national provider identification number, for third party medical services; ensures providers are in compliance with licensing and certification requirements
- Reports suspected fraudulent billable medical services to the Administrative Offices
- Ensures the billing and coding system is updated with current fee schedules, CPT, HCPCS and revenue codes

- Develops reviews and revises policies and procedures for key aspects and operations of the Business Office; ensures staffs are trained and compliant in their use; and communicates the policies and procedures to others with a need to know
- Stays current on federal, state, insurance benefit regulations, guidelines, processes, and procedures
- Develops methods or processes and makes recommendations to improve accuracy and timeliness
- Establishes work priorities, schedules and project plans; tracks project status and reviews work in progress; gives periodic updates to internal staff and department staff
- Provides operational improvements and recommendations to peers, management and external agencies
- Contributes to the overall quality of the unit's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public

**REQUIRED KNOWLEDGE AND SKILLS:**

- Planning, assigning, supervising, reviewing and evaluating the work of staff
- Training staff in work procedures
- Developing and implementing goals, objectives, policies, procedures and work standards
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner
- Using software applications related to healthcare billing functions
- Using initiative and independent judgment within general policy guidelines
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone

**To apply for the position posted, please apply as follows;**

**Send;**

**Pueblo of Jemez Job Application**

**Cover Letter**

**Professional Resume**

**To;**

**[humanresources@jemezpueblo.org](mailto:humanresources@jemezpueblo.org)**

**Or;**

**Pueblo of Jemez – Attention Human Resources Department**

**PO BOX 100**

**Jemez Pueblo, New Mexico 87024**

**Or;**

**Visit the Pueblo of Jemez Website – Careers**

**[www.Jemezpueblo.org](http://www.Jemezpueblo.org)**