

Job Description – Carmel Pediatrics, LLC

Position: Director of Operations

Employee Type: Salaried

Days: Full-time (Monday-Friday)

Reports to: Physicians



Summary

The Director of Operations functions as a member of a busy physician practice team in a pediatrics primary care office. This is a multi-faceted role, and the ideal candidate will be an enthusiastic, ability to problem solve, self-starter with superior communication and organization skills, excellent team skills, and is accountable.

Basic Day-to Day Duties

- Financial
 - Handle all accounts payable in a timely manner
 - Review of invoices for accuracy
 - Prepare a review and analysis of monthly statements
 - Work with accounting firm to ensure all financials are accurate and reconciled
 - Submit monthly payments to physicians
 - Monitor Chase Bank and Capital One accounts are accurate and have no unusual activity
 - Handle all bank deposits
 - Monitor and audit expenses periodically to ensure practice is remaining lean
- Human Resources
 - Oversee all recruiting, hiring, and termination of employees
 - Maintain accurate documentation and files on all employees
 - Supervision of all three office departments: front desk, nursing, and business teams
 - Perform annual reviews on all employees, including nurses (with direction from physicians)
 - Payroll: review all employee hours and submit to accounting firm twice a month for processing
 - Oversee all Personal Time Off (PTO) to ensure accuracy for each employee and compliant with company employee manual
 - Perform onboarding for all new employees, ensuring compliance and accuracy of information
 - Organize proper training and orientation of all new employees, including compliance with all government and regulatory agencies
- Act as liaison between employees and physicians
- Organize quarterly meetings with staff, including annual HIPAA/OSHA meeting
- Provide weekly communication (via email) newsletters to update staff on any changes
- Act as HIPAA Security Officer, ensuring office compliance
- Oversee 401k program, ensuring all employees are up to date with necessary changes

- Distribute all 401k legal documents to participants as assigned by Vanguard and company's financial advisor
- Order and inventory all practice supplies
- Maintain all office equipment to ensure functionality
- Liaison with landlord to ensure office is running smoothly
- Oversee all re-credentialing of current physicians (if new physician is added, oversee all credentialing efforts with contracted insurance companies)
- Renegotiate fee schedules with insurance companies to ensure reimbursement rates are on par with inflation rates
- Submit insurance claims daily
- Research and fix any denied claims from insurance runs
- With collaboration of the business team, oversee all claim control
- Answer billing questions from patients
- Handle all collection efforts for past due balances with patients, and make decisions on submission of accounts to outside collections agency
- Ensure compliance with credit card processing, usually quarterly
- Oversee all physician CAQH accounts, attesting quarterly
- Must be able to sit for long periods of time each day
- Must be able to lift heavy objects over 20 pounds
- All other tasks as assigned by the physicians

Practical Knowledge

- Director of Operations must have a strong knowledge of pediatric medical community
- The candidate must be willing to learn and update current knowledge base as needed
- Must be able to handle a fast-paced and busy environment

Education

- Bachelor's in business-related field is required
- Master's in business-related field is preferred

Experience

- At least 5 years of medical office management required
- At least 3-5 years of pediatric office experience preferred