HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Medical Office Manager

Job Code: U8799
Pay Grade: UF
Pay Scale: $67,008.58-$100,512.88 Annually
Exempt: Yes

OVERVIEW

Perform operational and managerial duties for a medical practice providing complex services within the Hillsborough County Sheriff's Office. Provide strategic leadership and direction including coordinating all practice activities except those directly involving professional medical judgment. Responsible for providing support services, compliance, auditing, coding, credentialing, budgeting, personnel management, and ensuring cost-effective, high-quality health care services to all patients. Lead the day-to-day operations and finances of the medical practice and align initiatives with the strategic vision to promote overall practice growth and development. Must obtain their Certified Medical Manager (CMM), Certified Medical Office Manger (CMOM), or Certified Medical Practice Executive (CMPE) certification within two years of hire.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Lead the daily management of the medical practice including operations, financial, and personnel management.
- Collaborate effectively with providers, clinic leadership, and other agency personnel to create an environment of efficient practice operations and provide timely and accurate information.
- Promote and develop effective communication strategies to promote a positive work environment and optimal operational workflow.
- Supervise and direct the activities of multiple professional levels (e.g., nursing, technical, clerical and other practice personnel) in achieving established goals and objectives; coordinate functions; arrange training; assign, monitor and review work; evaluate performance, and initiate corrective action as needed.
- Develop and maintain computerized record management systems to store and process data such as annual equipment maintenance and calibration, permits and licensing, employee mandatory annual training, and personnel activities and information to produce reports.
- Develop and implement processes, procedures, and policies for the efficient operation of the practice.
- Maintain a working knowledge of industry trends, legislation and regulatory standards, and compliance requirements as related to practice operations.
- Maintain a process of consistent accountability and effective leadership and direction.
- Develop and implement processes to address service issues, respond to employee needs, enhance relations, coordinate activities and plans, and promote health programs and effective customer service strategies.
- Conduct and administer fiscal operations including the accurate preparation of annual budgets and activity reports, monitoring the status of allocated funds, meeting of expense expectations, and coordination of financial reporting.
- Prepare accurate reports addressing the utilization of services and the status and implementation plans of programs, services, and quality initiatives.
- Inspect facilities and recommend building or equipment modifications to ensure emergency

readiness and compliance to access, safety, and sanitation regulations.
- Ensure the consistent and appropriate interpretation, evaluation, and application of the policies and procedures as established by the Hillsborough County Sheriff's Office.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Knowledge of current health care regulatory standards including Centers for Medicare and Medicaid (CMS), Health Insurance Portability and Accountability Act of 1996 (HIPAA), Occupational Safety and Health Administration (OSHA), and Clinical Laboratory Improvement Amendments (CLIA).
- Knowledge of current rules, regulations, and requirements of the Florida Workers' Compensation system.
- Knowledge of managed care contracts and current insurance coding and billing.
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources.
- Knowledge of principles and processes for providing customer services including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of economics, accounting principles and practices, banking, and the analysis and reporting of financial data.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to read, listen to, and understand information and ideas presented in oral and written formats.
- Ability to take initiative and ownership, work independently, use sound judgment, and follow through on a wide range of sensitive and complex issues.

SKILLS

- Customer Service
- Regulatory Compliance
- Healthcare Management
- Time Management
- Medical Billing
- Medical Practice Administration
- Clinical Coordination
- Medical Records Management
- Electronic Medical Records (EMR)
- Scheduling
- Insurance Coding
- Medical Office Management
- Medical Practice Operations

WORKING CONDITIONS

- Work in a medical facility within a law enforcement agency.
- May have occasional exposure to bloodborne or airborne pathogens, bodily fluids, chemical or biological toxins, and contagious diseases.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in moderate physical exertion (e.g., lifting, carrying, pushing and/or pulling objects and materials up to 25 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A bachelor’s degree from an accredited institution of higher education with a major in health services administration, business management, or closely related field.
- Possession of a Certified Medical Manager (CMM), Certified Medical Office Manager (CMOM), or Certified Medical Practice Executive (CMPE) within two years of hire.
- Four years of direct experience as a medical office manager including financial and personnel management.

OR

- A nursing degree.
- Possession of a Certified Medical Manager (CMM), Certified Medical Office Manager (CMOM), or Certified Medical Practice Executive (CMPE) within two years of hire.
- Four years of direct experience as a medical office manager including financial and personnel management.

OR

- Possession of a Certified Medical Manager (CMM), Certified Medical Office Manager (CMOM), or Certified Medical Practice Executive (CMPE) within two years of hire.
- A combination of education and extensive relevant experience may be considered in lieu of degree.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff’s Office retains the right to change or assign other duties to this job as necessary.