

<b>South Howell County Ambulance District Job Description</b>	
<b>Operational Area:</b> Administrative/Business	<b>Job Title:</b> Business Manager
<b>Reports to:</b> Chief Executive Officer	<b>Reports From:</b> N/A
<b>FLSA Status:</b> Non-Exempt	
<b>Prepared By:</b> Charles Rader-COO	<b>Reviewed By:</b> Administration Approved by BOD: 03/21/2023
<b>Original Date:</b> March 2023	<b>Revised Date:</b>

**ADMINISTRATIVE/BUSINESS OPERATIONS SUPPORTIVE MISSION:**

- Administrative/Business operations purpose is to ensure that all Federal, State, local regulations/laws are in compliance; that proper billing, receiving and accounting of revenues are maintained; that policy/procedure writing and compliance of such (in accordance with the will/direction of the Board of Directors) are followed. It also provides the top-level operational command structure for all District staff and department heads. When functioning at a high moral and efficient level this department provides the needed financial, logistic, administrative support and talent management skills required to support all departments and the Districts primary mission of providing emergency services to the public.

**SUMMARY OF THE FUNCTION OF THIS POSITION:**

- This is professional administrative work with responsibility for assisting in the overall management of business office functions.
- Work involves responsibility for assisting the CEO with primary responsibility for reviewing and coordinating the accounting, fiscal and clerical operations for the district, determining the automated reporting, accounting and fiscal needs of the district.

**QUALIFICATIONS/SKILLS AND WORK EXPERIENCE:**

- *Education and Experience:*
  - High School Diploma or equivalent, College degree in business management or accounting preferred
  - Minimum of 4 years of equivalent experience in business management, accounting preferred
- *Licenses and certifications:*
  - CPR certification
- *Skills:*
  - Analytical:
    - Complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and procedures.
  - Problem Solving:
    - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in-group problem solving situations; uses reason even when dealing with emotional topics.
  - Interpersonal Skills:
    - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; maintains objectivity; remains open to other ideas and is open to change and evolution of systems/processes.

- Oral Communication:
  - Speaks clearly and persuasively in positive or negative situations; listens and seeks clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication:
  - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork:
  - Balances team and individual responsibilities; exhibits objectivity and openness to other views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives.
- Judgment:
  - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Professionalism:
  - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Language:
  - Ability to read and comprehend instructions, correspondence, and memos; ability to write correspondence, and effectively present information in one-on-one situations, small group situations, and to third parties and employees of the organization.
- Mathematical:
  - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Computer:
  - Proficient use of Microsoft Office applications; ability to function in industry-specific software and accounting software (current-QuickBooks Online).
- Other:
  - Thorough understanding of all pertinent personnel and employment laws/regulations and related issues, particularly as related to public sector.

### **PRIMARY JOB RESPONSIBILITIES/COMPETENCIES:**

1. Acts as a liaison between the District and billing company (Digitech).
2. Review all information on invoices to ensure invoices are billed accurately and appropriately before invoicing customers/insurances.
3. Works with current billing company and patients for setting up payment plans and financial assistance.
4. Invoicing customers from all the Districts fee for service departments.
5. Identify any overpayments made and prepare all necessary paperwork for refund in a timely manner, complying with state and federal guidelines.
6. Provides administrative support, answers phones, document preparation/review and creating/editing excel spreadsheets for data review.
  - a. Answers phone, transfer calls to appropriate person or voice messaging.
  - b. Runs report as needed for CEO/BOD.
7. Provide records to patients, insurances, law offices, medical facilities when requested, complying with HIPAA laws and internal practices.

8. Prepare and post mail daily. This may include taking the mail directly to the Post Office.
9. Comply with South Howell County Ambulance's Policy & Procedures guidelines.
10. Comprehensive knowledge of the Districts guiding documents to include job description, department/human resource policy/procedures, mission, vision, and value statements.
11. Prepare agenda and minutes by attending monthly BOD meetings.
12. All other duties assigned by CEO.

### **SHIFTS, HOURS WEEKLY, OVERTIME, TRAVEL:**

- This is a full-time (40 hours) per week position but can be part-time (16-24 hours).
- Overtime may be required/mandatory depending on workload.
- Travel will be required to attend training etc. and could include overnight stays.

### **PHYSICAL REQUIREMENTS OF JOB TASKS:**

*Note: the "intermittent" – "Constantly" definitions cover all this section of physical requirements. You can reference the standing subsection, walking subsection etc. back to these definitions. All may be performed during initial or return fitness for duty testing, patient care situations or training sessions*

**INTERMITTENT** is on an "on and off again" basis;

**RARELY** = <1 % of the time **FREQUENTLY** = 34 - 66% of the time

**OCCASIONALLY** = 1 - 33% of the time **CONSTANTLY** = 67-100% of the time

Percentage of workday and/or intermittence is noted if appropriate. **N/A denotes "not applicable."** Surface, body part involved, object used, weight, distance, and average/maximum times are noted below.

**STANDING:** Occasionally

**WALKING:** Occasionally

**SITTING:** Constantly

**DRIVING:** Intermittent

**BALANCE:** Intermittent

**TWIST OR TURN:** Occasionally

**BEND/STOOP:** Occasionally

**CROUCH/SQUAT:** Occasionally

**CRAWL/KNEEL:** Occasionally

**PUSH/PULL:** Occasionally

**CARRY:** Occasionally

### **USING HANDS, FINGERS, MAJOR JOINTS, REACHING, MOVEMENTS ETC:**

**SHOULDER TO OVERHEAD:** Occasionally

**WAIST TO SHOULDER:** Occasionally

**KNEE TO WAIST:** Occasionally

**FLOOR TO KNEE:** Occasionally

**EXTENSION/FLEXION:** Frequently

**HANDLING/GRASPING:** Frequently

**SPEAK/HEAR REQUIREMENTS:** So as to function in an office.

**VISION REQUIREMENTS:** So as to function in an office utilizing paper print, computer screens etc.

**LIFTING and/or CARRYING:**

1 -10 lbs.	Frequently
11 - 20 lbs.	Frequently
21 - 30 lbs.	Frequently
31 - 50 lbs.	Occasionally
51 - 75 lbs.	Rarely
76 - > 100 lbs.	Rarely

**POSSIBLE JOB MODIFICATIONS:**

A. *South Howell County Ambulance District reserves the right to modify this job description insofar as such modification does not violate Federal or State law/regulations, is retaliatory in nature and/or creates a hostile work environment for a protected class*

B. *This job description may be altered to reasonably accommodate a qualified disabled individual insofar as such accommodations are not cost prohibitive and the individual can meet the required accountabilities, competencies and physical requirements of the position*

C. *This job description in no way implies or is to be construed/interpreted to be an employment contract as the employee relationship is "at-will". Meaning, the employee or District can sever ties with or without advanced notification or reason*

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**Business Manager Job Description Acknowledgement**

Review and signature section:

Employees are given several opportunities to review and understand the skill set job description.

- 1. Via our website and referenced on the application
- 2. When onboarding with human resources
- 3. Final review with signatures below

Reviewed and explained South Howell’s job description and its relationship with guiding documents and workplace culture. Any clarifying questions were addressed to the employee and my satisfaction.

Print, then sign name and date below:

Printed Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Department Head: \_\_\_\_\_

Signature Department Head: \_\_\_\_\_ Date: \_\_\_\_\_

Printed HR: \_\_\_\_\_

Signature HR: \_\_\_\_\_ Date: \_\_\_\_\_