



Job Description Billing Manager and Intake Manager

The position of Office Manager and Billing Manager works 40 hours a week and closely with the Executive Team with a primary focus in supporting the Finance Director. Much of the function of the office manager is at the center of The Mountain Center's (TMC) operation and administration for the organization.

Accountable for the following:

- Provides Medicaid and other billing as assigned
- Assists the Finance Director with general support in the areas of file management, data entry and audit materials.
- Files financial and related receipts and/or correspondence in proper filing electronically or physically and in binders.
- Manages and monitors general office supplies and office equipment, equipment check out to assigned program.
- Oversees credit card statements and communication to staff of deadlines and are met as well as issuing credit cards.
- Oversees and tracks insurance enrollment/renewal; oversees quotes; manages insurance binder; communicates needs with insurance companies.
- Work with and coordinate with IT contractors as well as troubleshoot problems for all staff IT needs. Oversees the function and system for the copy machine and repairs for assigned locations.
- Answers phone and gives information to callers, routes calls to appropriate staff members as well as updates TMC phone messaging.
- Performs client Intakes for Santa Fe Counseling services office.
- Greets visitors and connects visitors to appropriate staff at assigned location.
- Oversees the cleaning schedule for facilities assigned location.
- Trains staff in the use of EMR systems
- NHSC point of contact and renew every three years.
- Maintains BHSD roster and tracks licensed and certified employees who bill Medicaid certification requirements this includes maintaining CAQH profile.
- Enrolls clinical staff NPI and Medicaid and roster with MCOs including quarterly reverification.
- Compete SAMHSA annual survey for all TMC locations.
- All other duties as assigned.

Minimum Qualifications

- Associate's degree or higher.
- 1-2 years of office management or administrative assistant experience
- Excellent time management skills, strong organizational skills, as well as an ability to meet deadlines.
- High attention to detail.
- Ability to be self-directed.

- Problem-solving and decision making skills
- Excellent communication written, oral, electronically.
- Pass a CYFD criminal background check.
- Clear driving record and valid driver's license with no restrictions.
- Excellent interpersonal skills with the ability to effectively listen and offer solutions without passing judgment
- Ability to communicate in English, both verbally and in writing
- Ability to maintain highly confidential information in a professional manner
- Proficient in Microsoft Office including Word, Outlook, Access and Excel as well as Google Applications
- Skilled in standard office equipment (personal computer/laptop, phone with voicemail, fax, copier, etc.)
- Familiar with electronic marketing and social media skills.
- Ability to establish and maintain effective relationships within the community members.
- Ability to work effectively with minimal supervision
- Strong interpersonal skills
- Ability to treat confidential information with appropriate discretion
- Exceptional attention to detail
- Clear driving record and valid driver's license with solid driving skills due to extensive travel; willing and able to use personal vehicle for local travel on Center business; with valid driver's license and proof of insurance
- Familiarity with the social, cultural and economic make-up of New Mexico or service area and ability and willingness to work with diverse populations

Preferred Qualifications

- Spanish speaking
- Experience with Medicaid Billing

The position provides 40 hours of work per week/weekends; salary range is \$48,000-\$55,000 annually depending on experience and qualifications. Benefits offered - paid time off, sick leave, 12 holidays health insurance, dental/vision, and 401k retirement.

The Mountain Center is an Equal Opportunity Employer.

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