



Experts in Orthopedic Care

## BUSINESS OFFICE SUPPORT

<b>POSITION SUMMARY</b>
Perform daily tasks related to the operations of the business office at the direction of the management, typically related to Auto and W/C claims, refunds and the daily mail, or other tasks as needed by management.
<b>ESSENTIAL FUNCTIONS</b>
<ul style="list-style-type: none"><li>• Work daily claim inflow for auto and W/C claims that require an attachment.</li><li>• Work with Analyst to assist in refund process.</li><li>• Work daily mail to identify the claim number and upload the mail to Athena.</li><li>• Perform other tasks and assume other responsibilities associated with this position as deemed appropriate by management.</li></ul>
<b>GENERAL COMPETENCIES DESIRED</b>
<ul style="list-style-type: none"><li>• Knowledge of insurance terminology</li><li>• Ability to maintain confidentiality of provider, personnel and patient information</li><li>• Detail-oriented paying close attention to accuracy</li><li>• Ability to work independently and as a team member</li><li>• Strong interpersonal skills</li><li>• Excellent oral and written communication skills, including the ability to read, analyze and problem solve within the scope of training</li><li>• The ability to relate to people at all levels of the organization</li><li>• Strong PC skills required to include all Microsoft applications, practice management systems and electronic health records</li></ul>
<b>PHYSICAL DEMANDS</b>
Requires sitting for long periods of time. Working in office environment. Some bending and stretching required. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, scanner, telephone, calculator and other office equipment. Requires normal range of hearing and eye sight. Requires the ability to work under stressful conditions and/or irregular hours to meet deadlines.
<b>CREDENTIALS DESIRED</b>
Must have a high school diploma or equivalent education. Prior office experience preferred, but not required.