10/2025

GORDON COLLEGE
Position Description

Title: Office Manager for the Center for Balance, Mobility and Wellness

Function: Under the supervision of the Clinical Director of the Center for Balance, Mobility and Wellness; functions as an office manager in the day-to-day administrative operations of the Center serving physical therapy patients and wellness members.

Description of Duties and Tasks:

Essential Responsibilities:

1. Responsible for the efficient and effective management of front desk operations. Tasks include:
    - **a.** Supervision of front desk staff and student workers.
    - **b.** Financial management in cooperation with the Clinical Director.
    - **c.** Assisting Clinical Director and Compliance Officer in maintaining HIPAA compliance.
    - **d.** Responsible for obtaining appropriate medical documentation and benefits verification to ensure insurance claim payment.
    - **e.** Providing medical records for upon request.

2. Achieve fluency in the use of EMR scheduling and billing software.
    - **a.** Manage physical therapy schedules in EMR.

3. Assist in marketing and administration of physical therapy and wellness classes.

4. Assist Clinical and Wellness Directors in ensuring the Center's compliance with all health and safety requirements of Gordon College as well as the Department of Public Health.

5. Maintains environment at the front desk that is welcoming and displays our highest level of service to patients and members.

6. Responsible for requesting general office products and services with other College departments and outside vendors.

Required Knowledge, Skills and Abilities

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon's Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon's Statement of Life and Conduct; and must work to advance Gordon's mission through this position.

2. Excellent interpersonal and communication skills for greeting clients/members and working with the older adults, college students, insurance companies and physician offices.

3. Excellent organizational skills and high-level aptitude to details.

4. Willing, flexible, and professional attitude.

5. Prompt and reliable.

6. Ability to function with minimal supervision.

7. Proficient with Microsoft Windows and Excel. Ability to learn physical therapy electronic documentation management software.

8. Experience with medical scheduling and billing.

9. General knowledge of Center for Balance, Mobility and Wellness and the services we provide.

Position Code: BAL-OFFMGR-1
Grade: 4
FLSA Status: Non-exempt
Hiring Range: $23-27/hr