

Alliance for Healing: Office Manager

We are seeking an experienced **Office Manager** to oversee the day-to-day operations, revenue cycle management, and administrative functions of our mental health therapy clinic. This role requires a detail-oriented professional who can manage staff, handle financial responsibilities, and ensure smooth clinic operations. This position requires experience in health care clinic management.

The successful candidate will be a self-motivated, creative, positive person with strong work ethic, excellent critical thinking/problem solving skills and passion for delivering great client experiences. Must take pride in being on time, on task, positive, reliable, professional and productive.

Key Responsibilities

Financial Management & Revenue Cycle

- Oversee all financial transactions, including deposits and bill payments
- Manage third-party billing relationships and resolve billing issues including provider credentialing.
- Address insurance delays and denials
- Participate in audits (chart, billing, MN Care taxes)
- Manage Electronic Health Records (EHR) database and reporting

Administrative Leadership

- Manage administrative staff and coordinate clinical staff schedules including intakes, rescheduling and cancellations.
- Serve as main point of contact for operational issues
- Advise leadership on business needs and operational challenges
- Meet regularly with staff and providers
- Coordinate human resource functions

Operations Management

- Oversee facility equipment maintenance and make improvement recommendations
- Manage vendor relationships and negotiate contracts
- Maintain IT systems and equipment functionality
- Handle office supply procurement

Quality Assurance and Client Satisfaction

- Resolve escalated client complaints regarding billing, staff, or services
- Manage provider callback delegation when necessary

Required Qualifications

- Proven experience in staff management
- Strong background in medical billing, insurance credentialing, and accounts receivable
- Excellent problem-solving and communication skills
- Strong organizational and multitasking abilities
- Strong background in navigating electronic health records (EHR)

Preferred Qualifications

- Multi-site clinic operations experience
- Healthcare administration background

About Alliance for Healing

We are a growing, outpatient mental health clinic, transforming lives and building resilience for the future. We are looking for individuals who want to make a difference in people's lives, work in a place of congruence and focus on clients' needs. We welcome those interested in opportunities to grow and work in an atmosphere of support that offers flexibility and autonomy.