

This resource is a result of the collaborative efforts of NHPCO's Next Generation Leadership Council.

The Business Office Manager coordinates and manages all activities related to the operations of the office and is responsible for day-to-day office oversight. The Business Office Manager provides support to clinical and non-clinical staff. The purpose of this document is to provide information on common skills that may be considered for the Business Office Manager role.\*

## Required Skills

The following skills are considered mandatory for the Business Office Manager:

### ■ Takes Initiative

- Willingness to take charge and get something done when it needs to get done, without being asked or told to do so, anticipating the needs of the business to solve for them.

### ■ Ethical / Demonstrates Integrity

- Do the right thing even when no one is watching.
- Can be relied on as honest and truthful; ability to easily identify sensitive and confidential information and handle it appropriately.
- Take responsibility for one's actions; see a problem and address it.

### ■ Professional

- Ability to maintain professional composure at all times, especially during challenging and stressful situations.
- Remain cool under pressure.
- Adapt to the situation at hand in an often fast-changing environment. Be dynamic to the needs of patients, staff and the business.

### ■ Interpersonal Skills

- Not everyone handles stress in the same manner. Knowing how to communicate with others, having strong EQ, patience, ability to observe, and show compassion are all part of interpersonal skills.
- Ease of communication and interaction with others; friendly and easy to talk to; warm presence.
- Ability to de-escalate.

### ■ Organized / Multitasker

- Ability to complete multiple tasks concurrently, as needed.
- Able and willingness to complete tasks timely and accurately.

### ■ Problem Solver / Critical Thinking

- Ability to network with internal personnel to obtain help for patients, families and staff as needed.

### ■ Oral and Written Communication

- Phone skills; written skills for communications to patients/staff members as needed.

### ■ Work with Data in a Variety of Forms

- Data analysis, reporting, visualizations, identification of data that may be needed for analysis/reporting.

### ■ Basic Tech and Troubleshooting

- Able to use equipment such as phone, office applications, copy machines, printers/faxes, etc.

## Mid-Level Skills

Ideally, a Business Office Manager will have experience with the skills noted below but may not be expert in this area.

### ■ Project Management

- Able to lead a project from start to finish, managing all details.

## Preferred Skills

These skills are those that a Business Office Manager may have experience with; however, they are not required for this position.

### ■ Empathetic

- Able to emotionally understand what other people are feeling and relate to that feeling or imagine yourself in their position.

### ■ Service Focused

- Able to depict a positive atmosphere for patients and families engaging with the organization as well as those coming into the office for meetings or other needs.

### ■ Experience with Electronic Health Records (EHR)

- Has worked with EHR systems previously and is technologically inclined.