Business Office Manager

Countryside Home — Madison, NE | Reports to: Administrator/CEO

About the Role

Countryside Home is seeking an organized, empathetic, and multi-talented Business Office Manager (BOM) to serve as the central operational anchor of our skilled nursing facility. In this role, you will oversee day-to-day business operations, including resident billing, facility payroll, HR onboarding, and administrative support. If you thrive in a fast-paced healthcare environment and enjoy supporting residents, families, and team members, we'd love to welcome you to our team! See complete job description below.

How to Apply

If you are ready to make a meaningful impact in our community, submit your completed employment application and resume today or visit Countryside Home in Madison, NE to apply in person!

Position: Business Office Manager
Status: Full-Time, Non-Exempt
Department: Administration
Reports To: Administrator/CEO
Location: Countryside Home
Madison, NE

About the Role

The Business Office Manager (BOM) oversees the day-to-day business operations of the skilled nursing facility. Serving as a central operational anchor, the BOM manages resident billing and collections, accounts receivable/payable, facility payroll processing, initial human resources onboarding, and general administrative office functions. This role requires a multi-talented professional who thrives in a fast-paced healthcare environment, excels at multi-tasking, and enjoys supporting residents, families, and team members alike

What You'll Bring (Requirements)

Education

- High school diploma or GED required; Associate's or Bachelor's degree in Business Administration, Accounting, Healthcare Administration, or related field preferred.

Experience

- 2+ years of administrative, office management, or bookkeeping experience required.
- Experience in a skilled nursing facility (SNF), long-term care, or healthcare setting strongly preferred.
- Prior experience with Medicaid/Medicare billing and LTC software (e.g., PointClickCare, MatrixCare, or similar systems) is a major plus.

Skills

- Ability to pivot quickly between accounting tasks, employee needs, and resident interactions.
- Strong organizational and record-keeping skills with high attention to accuracy in billing and record maintenance.
- Excellent interpersonal skills with empathy and patience when dealing with residents, families, and staff.

- Proficient in Microsoft Office (Word, Excel, Outlook) and standard office technology.
- Strict adherence to HIPAA standards and personnel data privacy laws.

Key Responsibilities

- Oversee resident accounts, including Medicare, Medicaid, managed care/private insurance, and private-pay billing and collections.
- Process invoices, manage account ledgers, issue monthly resident statements, and follow up on outstanding receivables.
- Maintain and audit the Resident Trust Account in accordance with state and federal regulations, ensuring resident funds are accurately accounted for and accessible.
- Assist prospective and current residents and their families with the Medicaid application and recertification process.
- Collect, review, and edit bi-weekly timecard records; process payroll submissions in compliance with labor standards and facility policies.
- Coordinate pre-employment screening (background checks, drug testing, license/certification verifications) and lead new-hire administrative orientation.
- Maintain confidential employee files, tracks required in-services, certifications, and compliance documentation.
- Help employees with benefits enrollment questions, worker's compensation reporting, and FMLA tracking.
- Ensure front desk operations run smoothly, greeting visitors, managing incoming phone calls, and maintaining office supplies and equipment.
- Serve as a compassionate point of contact for financial, billing, and administrative inquiries from residents and family members.
- Prepare files and records for state/federal surveys and annual financial audits.
- Collaborate closely with Admissions, Social Services, and Nursing to ensure seamless admission/discharge financial paperwork.
- Perform other administrative and operational duties as assigned by the Facility Administrator.

Acknowledgement & Agreement

I have read and understand the functions and requirements of this position. I understand that this is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties for this position.

Employee Signature: _____

Date: _____