



A Member of **MEMORIAL'S** Family of Services

Job Description

Title of Position: Office Manager (Clinic)

Department: Reception

Supervisor's Title: Practice Administrator and/or Designee

FLSA Status: Exempt

Positions Supervised: Clinical Administrative and Nursing Staff

Pay Grade: Office Manager

Last Revised: November 2009

VISION

We create the healthcare experience of choice...every time.

POSITION SUMMARY

The Office Manager is responsible for planning and coordinating the day-to-day clinic operations, staff supervision and ongoing evaluations, fiscal management, and participates in long range planning. S/he also acts as a liaison between MPM and the clinic.

VALUES

1. Respect: Recognize our differences as strengths affirming each other and valuing each other's contributions.
2. Compassion: Listening, anticipating, being attentive and perspective shifting so others feel cared for and understood.
3. Accountability: Taking responsibility for our actions being trustworthy and demonstrating integrity.
4. Safety: Taking responsibility for myself and others to practice tools to ensure safety for all.
5. Teamwork: Healthcare is best delivered by a team working together, sharing unique talents, perspectives, ideas and efforts to achieve our Vision.
6. Excellence: Implementing best practice, being creative, innovative and flexible, setting and achieving bold goals.

SPECIFIC DUTIES AND RESPONSIBILITIES

Office Manager Duties

1. Oversees all special projects and ensures timely completion of each.
2. Collaborates with Practice Administrator on appropriate staffing ratios.
3. Ensures that the daily cash collections balance to the ledger.
4. Oversees creation and mails discharge letters as approved by the physician.
5. Oversees the tracking and balancing of petty cash for clinic.
6. Reviews monthly budgets and expenses for accuracy in conjunction with MPM.
7. Responds to patient complaints, comments and or questions in a professional and timely manner.
8. Oversees all marketing for clinic.
9. Ensures clinic has necessary supplies.
10. Assists HR department in staffing selection, transfers, and promotions.
11. Regularly monitors financial performance and assembles data ensuring effective decision-making.
12. Enhance operational effectiveness, emphasizing cost containment and high quality patient care.
13. Identify, analyze and resolves operational concerns and maintain open lines of communication with staff to ensure high productivity.
14. Oversees and directs clinic operations and ensures that they are conducted in accordance with the policies and procedures established by the organization. Enforces organizational policies and procedures.
15. Conducts staffing in such a manner to meet patient demands.
16. Addresses all patient complaints.
17. Fosters and maintains strong communication between management and medical providers.
18. Develops and implements the necessary organizational performance measures and monitors operational functions as directed.
19. Promotes effective communication throughout the clinic and organization to assure all relevant operational information and understanding is communicated to all clinic employees.
20. Analyze and access the structure existing programs and improve efficiency and quality of services. Utilize external resources for analysis and assessment, as needed. Assures operational effectiveness of existing programs.



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21. Ensures quality assurance through the development/implementation of a continuous quality improvement program in coordination with MPM and other appropriate individuals.
22. Coordinates staff and physician meetings as needed.
23. Ensures the collections of timesheets, approves supervisor time, and forwards to MPM by prescribed deadline.
24. Performs other duties as assigned.

QUALIFICATIONS

Education: Bachelor Degree in business or related field, or high school diploma with four years of successful experience in Management.

Experience: Minimum of three years of progressive management experience.

Licenses/Certificates/Registration: Current Washington State driver's license and proof of automobile liability insurance coverage required.

Knowledge/Skills/Abilities Required: Ability to read, write, and communicate clearly in English; ability to present information to large groups (public speaking skills); keen organizational skills; ability to exercise independent judgment and discretion; ability to act as a resource to employees regarding employment policies and procedures; ability to prioritize and execute a variety of tasks simultaneously; ability to work with frequent interruptions; ability to work under limited supervision; proficient in common computer applications; knowledge of healthcare terminology, abbreviations, and systems, preferred.

ESSENTIAL FUNCTIONS

1. Physical requirements for this position include: hearing, seeing, speaking, feeling, reaching, pinching, and repetitive motions.
2. This position requires sitting for long periods of time. Walking and/or standing is required routinely.
3. This position requires exerting up to 40 pounds of force in order to lift, carry, pull, or move objects.

“Memorial Practice Management provides reasonable accommodations to assist qualified individuals in order to perform the essential duties their job requires. The description is intended to provide only basic guidelines for meeting job requirements and serves as merely a summary rather than a complete listing of duties. Responsibilities, knowledge, skills, abilities, and working conditions MPM change as needs evolve. This job description does not constitute a contract as employment is at will.”

Incumbent's Signature: _____ **Date:** _____

Print Name: _____