MOGA JOB DESCRIPTION

JOB TITLE: Office Manager
CLASSIFICATION: Exempt

DATE REVISED: July 2014

SUMMARY DESCRIPTION
The Office Manager is accountable and responsible for planning, organizing, directing, and coordinating the operations of the clinic. The Office Manager reports to Director of Practice Operations and Administration.

RESPONSIBILITIES

1. The Office Manager is responsible for clerical and clinical personnel management, which includes selection, training, supervision, and retention of clinic employees. The Human Resources department assists the Office Manager in recruitment of qualified candidates. Administration must approve all hires/pay rates prior to extending offer of employment.

2. The Office Manager provides written job descriptions and details of job duties to all employees.

3. The Office Manager directs and supervises all non-provider employees on a daily basis.

4. The Office Manager develops and maintains positive professional relationships with all customers including physicians, staff, vendors and patients.

5. The Office Manager is responsible for fostering an environment which promotes a high level of patient, employee and provider satisfaction.

6. The Office Manager conducts clinic staff orientation/training and ensures initial and ongoing competency of staff, maintaining documentation of competency and appropriate licensure/certification for each position, when applicable.

7. The Office Manager works with staff and providers in ensuring patient health records are maintained timely and accurately.

8. The Office Manager schedules all staff hours to ensure adequate coverage without overstaffing, avoiding overtime whenever possible, and publishes the
work schedule at least two weeks in advance. Edits provider schedules including
time off and surgery dates to ensure adequate hospital coverage.

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time off and surgery dates to ensure adequate hospital coverage.

11. The Office Manager has working knowledge of all clinic positions. As appropriate,
the Office Manager fills any position for which they are qualified due to short
staffing and should continually monitor daily work flow and process
improvement.

12. The Office Manager reviews/corrects time records, PTO and other schedule
requests in a timely manner and in accordance with Practice policy.

13. The Office Manager continually monitors the performance of clinic staff,
conducting formal evaluations upon completion of 90 day probationary period
and annually thereafter per Practice policy. The Office Manager provides
additional employee feedback as appropriate.

14. The Office Manager initiates disciplinary measures as appropriate for employees
who fail to adequately perform the duties of their job or comply with Practice
policy. The Office Manager works with Human Resources to document all
disciplinary actions.

15. The Office Manager ensures effective communication of information needed to
effectively and efficiently deliver quality patient care. This is achieved through
regular staff meetings, intranet and email.

16. The Office Manager maintains supply and medication inventory at a sufficient
level to meet Practice needs and avoids overstocking. Supplies and medications
are standardized whenever possible and routinely monitored for expiration dates.

17. The Office Manager ensures all invoices, receipts and expenses for goods and
services received are accurate and complete.
18. The Office Manager is responsible for ensuring that the facility and all equipment and furnishings are maintained in a fully-operational and clean condition.

19. The Office Manager has working knowledge of the financial and operational objectives of the Practice. The Office Manager effectively manages Practice assets and resources including facility, supplies, equipment and staffing.

20. The Office Manager interprets and implements administrative policies established by Administration. The Office Manager assists with policy/procedure creation and notifies Administration of needed changes, additions and deletions as appropriate.

21. The Office Manager has working knowledge of and ensures adherence to Practice policies and procedures, including regulatory agency standards, guidelines and best practices.

22. The Office Manager is responsible for Occurrence Reporting, surveillance rounding and other Risk Management activities/reporting as directed by Administration.

23. The Office Manager participates in QAPI Committee and fully supports quality assurance and performance improvement activities.

24. The Office Manager develops and implements methods and systems to collect statistical data and provides reports as requested by Administration.

25. The Office Manager serves as a liaison between the Practice, the community, the patient and other local healthcare providers.

26. The Office Manager is responsible for the other duties as assigned by Administration.

QUALIFICATIONS

1. Must be a graduate of approved clinical program or school of business, bachelor degree or equivalent experience preferred.

2. Minimum of three years' medical office experience.

3. Working knowledge of electronic medical records systems.
4. Familiarity with computer spreadsheets and word processing.

5. Working knowledge of laws and government regulations specific to relevant healthcare issues.

6. Competence in oral and written skills.

7. Ability to organize and follow through on own initiative.

8. Two years’ supervisory experience preferred.

CHARACTERISTICS

Organized, professional, tactful, goal oriented, able to work independently as needed while engaging employees for the betterment of the Practice; team builder, critical thinker, leader

PHYSICAL DEMANDS

Intermittent physical activity including sitting, walking, standing, carrying, bending, and speaking. Must have sufficient freedom of body movement to stand, sit, and move throughout the office. Must have coordination of sight and body movements to use office equipment.