

Job Description: Office Manager

Job Title: Office Manager

General Summary of Duties: The Office Manager is responsible for managing the daily operations of the practice to include personnel management of designated administrative and clinical staff to ensure quality patient care. Responsible for development and oversight of work procedures and standards to improve efficiency and effectiveness in the office. Ensures staff training and compliance with regulations, policies, procedures and quality initiatives.

Reports To: Practice Administrator

Job Responsibilities:

- Oversees daily office operations, including patient and work flow management. Identifies and resolves operational problems.
- Provides direction, leadership and coaching for front desk, scheduling and referral coordinators, medical records, clinical staff and ancillary services staff. Includes performance evaluations, discipline, hiring and firing, training and orientation of new staff and maintains personnel records in compliance with state and federal guidelines.
- Maintain physician call schedule and clinical and assigned administrative staff schedules. Approve time off requests in accordance Paid Time Off policy and consideration of practice needs and ability to provide coverage.
- Develop, maintain and implement clinical and operational protocols. Ensures ongoing provider and staff training to maximize efficiency and effectiveness of electronic medical record software.
- Responsible for risk management to include OSHA and CLIA compliance and record keeping, patient safety, HIPAA compliance and patient satisfaction.
- Responsible for information management to include computer hardware and software, server administration, data management, network security, liaison to contract technology services and telephone systems.
- Ensure office facilities are well maintained.
- Oversees purchasing of office and clinical supplies and ensures proper inventory controls are in place to minimize office waste and facilitates comparative pricing for office and clinic supplies.
- Ensures PCMH guidelines are followed and updated as needed to maintain certification status as Level 2 and set goals for achieving PCMH Level 3.
- Ensures Quality initiatives are accurately reported and PDSA's are completed as needed.
- Work in collaboration with Practice Manager to maintain budget controls and successful Practice Transformation to revised methods of reimbursement.

Requirements:

- Bachelor's Degree in Healthcare or Business administration, or the equivalent combination of experience and education.
- Minimum of 3-5 years as Office Manager or Clinical Manager in group medical practice setting.
- Experience in managing front desk and clinical operations.
- Demonstrated ability to develop and implement effective policies and procedures and resolve problems.
- Excellent organizational skills.
- Ability to multitask.
- Experience with Allscripts Professional preferred.

Dec 12, 2016