

Practice Name

Job Title: Office Manager

Reports To: Name

FLSA Status: Exempt

Prepared Date: Date

Summary

Manages administrative and clinical staff and oversee office flow and patient flow.

Supervisory Responsibilities

Manages the activities of all administrative and clinical staff.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Administrative Management

- Supervise daily work of Front Office and Billing Office

- Delegate tasks

- Develop and assign projects

- Conduct Front Office, Back Office and General Staff Meetings

- Maintain Practice Files

- Maintain Physician and Physician Assistant Credentials

- Set goals for staff

- Manage SUNYAB Dermatology Dept. Resident schedule at CVLC

Clinical Management

- Supervise daily work of Medical Assists/Nurse and Physician

- Assistants

- Delegate tasks

- Develop and assign projects

Strategic Planning

- Participate in marketing/advertising projects

- Develop new administration procedures

- Prepare cost analysis when necessary

- Develop new scheduling templates and guidelines

Financial Management

- Daily deposit reconciliation and do weekly deposit

- Complete payroll report bi-monthly

- Complete credit card purchases report monthly

- CME/Travel Reimbursement reconciliation

Human Resources

- Write Policy and Procedure

- Maintain Office Policy Manual

- Track employee's time and attendance

- Process Time off Requests

- Produce detailed employee reviews

- Place ads, interview and hire new staff

- Foster teamwork, coach employees and promote good will

Regulatory Responsibilities

- Understand and Implement State and Federal Employment Regulations

- Maintain OSHA standards

- Maintain HIPAA compliance

- Maintain employee records

- Have a clear understanding of Risk Management

Environmental Management

- Troubleshoot computer problems

- Manage office environment

- Organize repair work

- Manage cleaning service

Competencies

- 1. Practice Ideals** – Maintain the professional atmosphere of the Practice; Follow CVLC Policy and Procedure; Upholds organizational values; Treats people with respect; Works with integrity and exhibits ethical behavior.
- 2. Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- 3. Managing People** – Includes staff in planning, decision –making, facilitating and process improvement; Takes responsibility for subordinates’ activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates’ skills and encourages growth; Improves processes and services; continually works to improve supervisory skills.
- 4. Planning and Organization** - Prioritizes and plans work activity; Uses time efficiently; Integrates changes in work assignment smoothly, exhibits ability to adapt to changing scenarios; Sets goals and objectives both professionally and personally; Works in an organized manner.
- 5. Critical Thinking/Creative Problem Solving** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Supports practice decisions; Contributes to innovative approaches and ideas.
- 6. Communication** - Listens and get clarification; Responds well to questions; Communicates effectively with team members; Communicates effectively with vendors and service providers; Writes clearly and legibly.
- 7. Job Knowledge** - Competent in required job skills and knowledge; Exhibits ability to learn and apply new skills; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.
- 8. Quality** - Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Completes work / tasks in a timely manner.
- 9. Dependability** - Punctual; Exhibits intellectual honesty, accepts responsibility for behavior and decisions; Follows through on new tasks or programs; Responds to Medical Director’s direction, follows instructions; Does not waste Practice resources.
- 10. Use of Technology** - Demonstrates necessary skills to perform job; Adapts to new technologies; Uses technology to increase productivity; Keeps technical skills up to date; Maintains technology in good working order.
- 11. Teamwork** - Balances team and individual responsibilities; Focuses on solving conflict, not blaming; Gives and welcomes feedback (constructive criticism); Contributes to positive team spirit; Puts success of team above own interests.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from a four-year college or university; or 5 to 10 years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Accounting software; Contact Management systems; Database software; Human Resource systems; Internet software; Inventory software; Spreadsheet software and Word Processing software.

Other Skills and Abilities

Must have a positive outlook and have the ability to interact with a diverse group of people.