



Clinical Office Manager Job Description

This position will take a person that is dedicated and capable of managing the daily administrative operations of our SICHC medical offices. To be successful in this role, you should exhibit exceptional managerial abilities, which would translate to excellent patient care. Outstanding Medical managers are experienced administrators who proactively address issues that prevent the medical office from running smoothly.

As a medical office manager, you should demonstrate excellent organizational skills and the ability to perform well in stressful situations. The position also requires knowledge of healthcare systems and operations. Ultimately, you should be able to ensure steady workflows and uninterrupted service in any of our medical facilities.

You will be Implementing policy and procedures to optimize staff relations and responsibilities and our highest priority of excellent patient care.

You will be required to assist Revenue Cycle, Accounting and Billing Departments with Improving timely billing and clinic budget management.

You will work directly with Quality (QI/QA) to ensure we are reporting all incidents or near misses that occur on SICHC premises. You will be addressing patient concerns that may be reported through surveys or any other means of communication.

You will be required to submit job requisitions to Human Resources and conduct interviews when positions are open. You will work with HR to set a schedule for orientation and training of inexperienced staff members.

You will assist with organizing and Implementing education for staff and providers when needed for updated Policy and procedures, equipment, EMR (Electronic Medical Records) etcetera.

If necessary, you will create and administer a progressive discipline plan for an employee that is underperforming or behaving in an inappropriate or unacceptable manner

Your duties will include but not limited to:

- Administering safety coordination presentation and disseminating safety information, coordinating fire drills, building inspection, fire extinguisher rechecks and extinguisher demonstrations, coordinated equipment electrical checks.
- Assist as needed with scheduling patients, confirming appointment, checking patients in and out, verifying insurance, collect copays deductibles and collecting previous balances, verify patient address, phone number and insurance information, answering phone calls, sending messages to providers, and calling patients back with replies, take deposits to the bank, sorting mail and taking larger envelopes to post office.
- Generate inventory records/ monitor and order medical and office supplies
- Help the Operations Director develop and implement office policies and procedures that are clear and effective
- Supervise and assist office staff, including Clerks, Nursing/MA Staff, Medical records staff, and Providers
- Maintain precise staff employment records (attendance, occurrences, exemplary behavior) and sharing with HR
- Assist in obtaining and maintaining medical records when needed
- Communicate and develop plans for success with doctors and nurses to identify and rectify potential office dysfunctions, develop good clinic operations, and support other staff and their duties.
- Arrange cleaning staff and emergency maintenance services as necessary
- Liaising with healthcare professionals and patients when needed to assist informing and educating about treatment plans and supplying standardized material for patients.
- Overseeing clinic operations and staff duties.
- (Learning the Blackbaud Dashboard)
- Overseeing the purchasing, maintenance, and repair of clinic equipment.
- Performing the hiring, training, and performance evaluation of staff members.
- Managing internal and external communications and answering queries about the clinic.
- Ensure compliance with current healthcare regulations, medical laws, and high ethical standards
- Assist credentialing staff obtain CEUs and License documents for providers and nursing staff for accurate compliance.

Requirements and skills

- Experience in the medical field & knowledge of medical terminology, office management or leadership
- Knowledge of accounting, data and administrative processes and principles
- Ability to handle medical records discreetly.
- Time-management skills.
- Ability to multi-task and perform well in stressful situations.
- Exceptional people skills for liaising with patients, healthcare providers, specialists, clinic staff and the public.
- Excellent written and verbal communication skills.
- Exceptional organizational skills to ensure that quality services are provided.
- Competency with computer-based healthcare administration systems.

Preferred Work Experience

- Leadership / Management in a healthcare office setting (2 years + preferred).
- Supervising and motivating clinic staff to perform their duties efficiently.
- Knowledge of procuring supplies, equipment, and appropriate staffing needs for the clinic.
- Building employee schedules and patient schedules.
- Proficiency in managing budgets, billing

Position Requirements

- A minimum of a HS Diploma with years of experience in the field of healthcare.
- CMA (Years of medical experience may allow for CMA testing) We are willing to discuss that possibility.
- Not Required but preferred: Bachelor's degree in healthcare administration, health services administration, or bachelor's degree with work history within the medical field.

Physical demands: work may require sitting for prolonged periods of time; also stooping, bending, and stretching for files and supplies. Occasionally lifting files or paper weighing up to 50 lbs. It requires manual dexterity sufficient to operate a keyboard and operate office equipment, as necessary. Requires normal visual acuity and hearing.

Miscellaneous duties assigned by administration: _____

Signature: _____

Date: _____