



Office Manager

Reports to: Administrator, Chief Operating Officer, and Owner

FLSA Status: Exempt

Job Summary: Responsible for day-to-day operations of the Urgent Care Center. Coordinates and supervises operation and duties of administrative and clerical staff.

Primary Job Duties:

- Assure clinic is open and appropriately staffed during regularly scheduled hours and special events and that all facilities and equipment are available, operational, safe, and clean.
- Select, train, supervise, and monitor quality and production levels of site staff.
- Develop monthly staff schedule, review timecards, and provide input to payroll calculation.
- Assure cash drawer is balanced. Prepare and make daily bank deposit.
- Assure staff is adequately trained and equipped to perform their jobs.
- Communicate and ensure compliance with company policies and procedures.
- Address performance and disciplinary issues.
- Resolve and approve billing holds, financial refunds and accounting corrections originating at the site.
- Monitor supply inventories and order all supplies.
- Interact with customers, review customer feedback, and address customer service issues.
- Identify community marketing opportunities and engage staff in grassroots marketing.
- Inspect and maintain records on facilities and equipment.
- Coordinate facility and equipment maintenance and other vendor services.
- Perform front-end registration and/or clinical tasks as a back-up in case of absence or high demand.

Job qualifications:

- High school diploma or equivalent and five years management experience. Undergraduate degree preferred.

- Familiarity with medical billing systems, medical coding, and basic medical terminology.
- Understand and be competent to perform the front desk registration and medical assistant position.
- Complete training in HIPAA, medical coding, blood borne pathogens, COR and emergency procedures, and other clinical/administrative issues.
- Proficient to use and train others in common PC applications including Internet, Email, and Microsoft Office.
- Superior customer service skills to handle escalated issues.
- Ability to supervise, train, and evaluate new and current staff.