

**TITLE:** Clinic Manager  
**CLASSIFICATION:** Exempt  
**HOURS OF WORK:** Full time, Monday through Friday  
**REPORTS TO:** CEO and Physicians

### **SUMMARY**

The Clinic Manager is responsible for the overall effectiveness and efficiency of clinic operations for their location. Assumes responsibility and is accountable for adherence to WC policies and procedures, as well as all applicable federal and state laws as they pertain to healthcare and employment. Responsible for the direct or indirect supervision of 10 or more employees.

### **ESSENTIAL DUTIES**

- Coordinates and oversees workflows in the clinic which may include, but is not limited to: clinic opening/closing; reception; patient check-in and scheduling; patient recalls; surgery scheduling; physician office and call schedule maintenance; clinical operations; safety; medical records and transcription. Assures that clinic operations are efficient and in compliance with WC policies and protocols.
- Promotes, establishes, and maintains open and effective communications with all members of WC. Arranges regular clinic and team meetings, develops agendas, prepares minutes, and effectively communicates with staff, physicians, other managers, and CEO.
- Responsible for protecting Personal Health Information (PHI) and maintaining in-depth knowledge of WCs Privacy Policy. Ensures clinic staff is trained, compliant with HIPAA, and using the minimum PHI necessary to complete assigned duties.
- Responsible for oversight and/or delegation of inventory management and purchasing of drugs and medications; medical and office supplies, ensuring adequate reserves to maintain efficient operations, yet taking care to avoid unnecessary spending. Obtains physician/management approval for large expenditures. Verifies accuracy of invoices received for payment. May be responsible for maintaining petty cash checkbook and cash box.
- Responsible for day to day building operations and maintenance. Alerts building owners to situations requiring repair. May hire and monitor janitorial and maintenance crews. May obtain bids for large projects/jobs. Purges and transfers items to warehouse as necessary and prudent.
- Gathers information and prepares reports for management with regard to clinic operations.

### **SUPERVISORY RESPONSIBILITY**

- Oversees activities of assigned personnel by establishing work schedules, effective delegation of assignments, providing necessary training, and supervising daily activities.
- Reinforces the application of superior customer service; leading by example and demonstrating appropriate follow through with patients, physicians, other staff members, and management.
- Performs personnel actions including conducting interviews; monitoring and approving time sheets; completing annual performance evaluations; establishing training goals; and initiating disciplinary actions in a timely fashion. Consults with and/or refers to Human Resources Manager as appropriate.

- Demonstrates knowledge of and adherence to WC's EEO policy statement and federal and state employment laws; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a working environment free of harassment of any type; and builds a diverse workforce.

#### **SECONDARY DUTIES**

- Assumes responsibility for various clinic functions in the absence of staff members or in overload situations.
- Participates actively and helpfully in special committees as assigned by management and/or physicians.
- Any other duties as defined by management and/or physicians.

#### **EDUCATION AND EXPERIENCE**

Minimum of a Bachelor's Degree and five years of related experience; or equivalent combination of education and/or experience. Work related experience should be within the healthcare industry with a supervisory background.

#### **COMPETENCIES**

- Excellent organizational and time management skills, with the ability to provide leadership, supervision, and training to employees using positive supervisory techniques to ensure maximum productivity.
- Exceptional verbal, written, and interpersonal communication skills with the ability to apply common sense; to carry out instructions and instruct others; train personnel; write reports, correspondence, policies, and procedures; and speak clearly to clients, employees and management.
- Thorough understanding of management procedures; ability to plan department and company activities (setting objectives, developing strategies, budgeting, and developing policies and procedures); initiative to organize various functions necessary to accomplish department or company objectives; effectively staff department (determining FTE needs, selecting, training, and developing employees); directing employees towards the desired objectives (delegating, motivating, resolving problems); and controlling the function of the department (developing performance standards, measuring results, taking corrective action and rewarding employees as appropriate).
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
- Ability to apply good judgment in decision making, sees beyond immediate assignments and acts on opportunities and problem areas.
- Ability to work with no supervision while performing duties.

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

This job operates in a professional medical office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This position will have frequent exposure to contagious diseases; bodily fluids including blood; toxic substances; medicinal preparations and other conditions common to a clinical environment.

This position requires up to 10-20% travel between company locations for meetings, and occasionally for training.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

- Frequently required to move about inside the office to access office equipment, file cabinets, other employees, etc.
- Regularly required to talk, hear, and convey or exchange information in a clear and concise manner.
- Requires close visual acuity to perform activities such as viewing a computer terminal; reading business periodicals, professional journals, and technical procedures; and analyzing data and figures.
- Frequently uses arms, hands and fingers for grasping, pushing/pulling, twisting/turning of wrists, and manipulating in the performance of various clerical duties such as using a computer terminal, typing, using office equipment, writing, and filing.