



## Assistant Office Manager Position Description

Employee: \_\_\_\_\_

Date of Hire: \_\_\_\_\_

Positions Supervised:

Supervisor: Office Manager

Status: Full Time

Classification: Exempt

Last Revised: 2/7/2022

**Position Summary:** The Assistant Office Manager is responsible for assisting in the daily operation of the Main Street and Hunter Trace office, and the mobile clinic functions under the direction of the Office Manager. The Assistant Office Manager ensures the efficient and effective delivery of patient care through effective human resource management and the implementation of FCHC administrative policies and procedures. The Assistant Office Manager promotes the FCHC Mission, Vision, and Values.

### Primary Duties:

- Focuses on guiding others in accomplishing work objectives, rewards and recognizes others, both formally and informally in ways that motivate them. Sets clear performance expectations and objectives and holds others accountable for achieving results. Conduct annual performance evaluations and goal setting with staff as directed by Office Manager. Facilitates staff education as needed.
- Assists in maintaining personnel files. Interview, select and orient all new office personnel. Administers coaching, corrective action and recommends termination, when necessary, as directed by the Office Manager. Provides or recommends additional resources, training, and tools to support staff needs. Enforces and adheres to organizational policy/safety practices.
- Assists with the daily operations of the office. Liaison between office and external vendors. Plan, schedule and direct the work of self and others.
- Ensures that all receipts are accounted for and secured daily. Makes accurate bank deposits.
- Assess and direct office workflow. Assists staff with day-to-day operations when necessary, utilizing established time management and delegation practices. Acts as a liaison for medical, office, phone, and computer equipment maintenance. Monitors grounds and facility maintenance.
- Makes patients and their needs the primary focus. Investigates and resolves incident reports and patient complaints. Maintains confidentiality of all patient information.
- Attends all internal and external meetings as assigned. Communicates and acts as liaison between other FCHC offices, providers, and staff.
- Facilitates the overall services offered by the mobile unit. Works closely with other department managers in creating the schedule for the mobile unit and its' staff. Responsible for outreach, and promotion of all mobile unit activities and acts as point of contact with outside entities including payors, the department of education, and community organizations, and maintains strong community partnerships. The mobile unit will be planned for use for 16 hours total per week including time it is used for home visits.
- Assist with training and competencies.
- Responsibility to maintain medical clinic.
- Understands VFC/Private vaccine managements and acts as back-up coordinator.
- Ensure staff are utilizing policies and procedures for best practice care.
- Other duties as may be assigned from time to time.

**Competencies/skills:**

- Demonstrates excellent written and verbal communication skills. Clearly conveys messages in away that will aid in understanding and retaining the information.
- Computer proficiency. Demonstrates a working knowledge and understanding of all computer applications used regularly. Ability to use these applications to increase overall productivity.
- Demonstrates effective problem solving and critical thinking skills. Attention to detail and the ability to prioritize and manage time effectively to meet organizational objectives.
- Demonstrates a high level of care and thoroughness to guarantee completeness and accuracy. Attention to detail.
- Demonstrates sensitivity to patient and customer needs through excellent customer service. Exhibits the FCHC mission, vision and values in all interactions with patients, providers, staff, vendors, etc.
- Demonstrates general understanding of Patient Centered Medical Home (PCMH) principals and importance of continuous quality improvement.

**Experience, education/training, and licensure:**

- Graduate of an accredited nursing program.
- Licensed Practical Nurse (LPN) licensed by the State of Ohio minimum, License Registered Nurse (RN) preferred.
- 1-3 years of management experience in ambulatory healthcare setting required. FQHC experience encouraged.
- Demonstrated success in working effectively alongside medical providers (CNP/PAs/Physicians)
- Strong communication, critical thinking, analytical and financial skills preferred.
- Vast knowledge of electronic medical records systems. NextGen preferred.
- Proficiency in Microsoft Office applications, specifically Word and Excel.
- Demonstrated flexibility and ability to adapt and thrive in a dynamic, ever-changing environment.

**Physical/Mental Requirements & Environmental Conditions:**

Must be able to push, pull and assist in lifting up to 50 lbs. May be exposed to loud noises. Must be able to stand for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with patients and office personnel. May be exposed to blood and bodily fluids.

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Employee

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Date

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Supervisor

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Date

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Chief Executive Officer

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Date

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all positions within this class will perform all of the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.