



Office Manager Position Description

Employee:

Positions Supervised: Assistant Office Manager, Main street and Hunter Trace clinic staff, Front Desk, Triage and MA Lead Positions

Status: Regular Full-Time

Classification: Salary, Exempt

Date of Hire:

Supervisor: Chief Nursing Officer (CNO)

Last Revised: 8.20.2021

Position Summary: The Office Manager is responsible for the daily operation of the office under the direction of the FCHC Chief Nursing Officer (CNO). The 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 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. Facilitates staff education as needed.
- Maintain personnel files. Interview, select and orient all new office personnel. Administers coaching, corrective action and recommends termination when necessary. Provides or recommends additional resources, training and tools to support staff needs. Enforces and adheres to organizational policy/safety practices.
- Oversees the daily operations of the office. Liaison between office and external vendors. Plan, schedule and direct the work of self and others. Responsible for the office and medical supply budget.
- Collaborates with the GME residency program.
- Ensures that all receipts are accounted for and secured daily. Makes accurate bank deposits and disburses and reconciles the petty cash for the office.
- Assess and direct office work flow. 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.
- Conducts monthly staff meetings. Attends all internal and external meetings as assigned. Communicates and acts as liaison between other FCHC offices, providers and staff.
- Assist with creating and updating policy and procedures.
- Assist with coordination and compliance of training and competencies. Assist with leading the training and competency program.
- 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 a way 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 practical nursing program.
- Valid nursing license in state of Ohio Registered Nurse (RN) preferred.
- Valid practical nursing license in the state of Ohio (LPN) minimum.
- 2-5 years of management experience required and 3-5 years clinical experience in ambulatory healthcare setting required. FQHC experience encouraged.
- Demonstrated success in working effectively alongside medical providers (CNP/PA/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.

Employee	Date
Supervisor	Date
Chief Executive Officer	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 position 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.