

## **Job Responsibilities of the Office Manager**

As an Office Manager, you are a valued member of the team and you ensure the efficiency and effectiveness of the company! You represent our mission, values, and goals!

In addition to signing the Employment Agreement, which states your specific duties at work, this can be a reference to your job description and responsibilities.

Office Manager Responsibilities:

1. Primary
  - a. Direct and coordinate the daily activities of the clinic.
  - b. Ensure adequate staffing
    - i. Staff schedule
    - ii. Coordinate time off
    - iii. Provider schedule
  - c. Ensure completion of daily tasks
  - d. Inventory management
    - i. Ensure sufficient office, medical and laboratory supplies
    - ii. Ordering supplies (cost-efficiently)
    - iii. Making staff aware of the availability
    - iv. Stay aware of pricing variations
  - e. Manage medical records (according to provider's requests)
    - i. Aid with complex medical records requests
    - ii. Keep records in an orderly and easy to follow fashion while optimizing space and keeping compliance.
    - iii. Supervise the scanning and digitization of records
  - f. Financial awareness
    - i. Pay bills in a timely manner
    - ii. Make daily cash deposits
    - iii. Review daily forms and ensure accuracy of forms filled out by Receptionists
    - iv. Aid in difficult billing situations
  - g. Customer service
    - i. Ensure that patient's needs are met

- ii. Attempt to resolve issues
  - h. Find potential problems and discover solutions to improve processes and patient experience.
  - i. Lead the staff by example!
- 2. Secondary
  - a. Aid other staff as needed to ensure that all responsibilities and duties of staff are completed. Including but not limited to:
    - i. Calling patients
    - ii. Cleaning and disinfecting
    - iii. Answering calls
    - iv. Greeting patients
    - v. Screening patients
    - vi. Filling out Letters
    - vii. Triaging patients
    - viii. Etc.
  - b. Managers will be delegated to other tasks and duties from the administrative team on both voluntarily and as assigned.

Office Manager Qualifications:

- 1. Required:
  - a. High School Diploma/GED
  - b. Office Manager 2+ Years Experience
  - c. Ability to handle a fast-paced environment and prioritize tasks based on the importance
  - d. Excellent communication and problem-solving skills
  - e. Familiarity with Microsoft Office, G-Suite and desktop applications
  - f. Outgoing Personality
  - g. High Desire to Serve Others
  - h. Team Minded