

UR Medicine is looking for a dynamic individual to join the Department of Orthopedics as their Front Office Administrator, overseeing 9 clinical locations. UR Medicine Orthopedics offers access to expert musculoskeletal care and rehabilitation across our region, with significant growth plans over the next three years including the region's first Orthopedics & Physical Performance Center.

The Front Office Administrator will direct the front office staff, promoting operational excellence, addressing patient workflow issues, and coordinating clinic processes with nursing. The goal of the Front Office Administrator's work is to ensure that patients receive the highest level of service, that providers function in a highly efficient environment, and that staff work in a rewarding and respectful environment.

This will be achieved through:

- Articulating expectations for patient service delivery, setting relevant goals for staff and holding staff accountable for service excellence, ensuring the culture meets the "Medicine of the Highest Order" expectations.
- Creating standardized workflows that maximize efficiency, continuously developing "best practice" standards for Orthopedics clinics. This involves continual assessment of operational statistics, work volume and productivity to identify opportunities for process improvement.
- Ensuring that staff is provided with job training and professional development, performance evaluations and counseling to ensure high levels of engagement. This will be achieved through regular communication with staff on topics related to service excellence and operational changes.
- Supporting new and expanded services, including opening new clinic facilities, providing guidance in facility design and operational workflows as new facilities are built. The Front Office Administrator will also implement new technology for the front office and support the staff training process.

The desired candidate will have:

- 5 years relevant clinical practice operations experience
- At least 2 years' experience at a managerial level

Job ID: 227474

To Apply: <https://bit.ly/3sojDE1>

EOE Minorities/Females/Protected Veterans/Disabled

UR Medicine is made up of many parts, all devoted to providing highly advanced medical care. Our Mission of "Ever Better" means we improve the well-being of patients and communities by delivering innovative, compassionate, patient and family-centered healthcare, enriched by education, science and technology. Our Vision is to cultivate a diverse and inclusive environment that guides and transforms our approaches to healthcare, education, research and community partnerships.

The University of Rochester is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. The University believes that a diverse workforce and inclusive workplace culture enhances the performance of our organization and our ability to fulfill our important missions. The University is committed to fostering and supporting an environment inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs, or any other non-merit fact, so that all employees feel included, equally valued and supported.