

Position Title: Clinic Manager
Department(s) Clinical Services
Supervisor's Title Practice Director
FLSA Status Exempt

Job Summary:

As a Clinic Manager at American Vein & Vascular Institute this position performs a wide variety of duties and responsibilities in a manner that places emphasis on leadership, quality patient care and customer service. This position manages and supervises the operational, personnel and administrative functions of a specialty medical practice, while fostering an environment which promotes excellent patient care, comfort and trust. The Clinic Manager must exemplify the core values of the organization, always exercising utmost discretion, diplomacy and tact in all patient/staff interactions.

Essential job functions and responsibilities:

Primary Responsibilities

- ❖ Supervise personnel, problem solving, motivate and lead a high-functioning professional team.
- ❖ Orchestrate incredible patient care experiences from first connection through the last follow-up.
- ❖ Oversee all aspects of front office including patient registration, insurance authorizations, pre-procedure checklists, authorization tracking sheets, patient estimates, and in-office up front collections.
- ❖ Oversee all aspects of back office including timely patient rooming, sterile procedure prep, procedure assistance, room turnover, patient post-op instructions, and the sterilization and autoclave of instruments.
- ❖ Manage inventory of medical supplies and retail medical compression products
- ❖ Monitor the delivery of patient services and quality care.
- ❖ Work on special projects in conjunction with strategic planning to continue to improve and grow the business at this location.
- ❖ Maintain physical and electronic medical records, and associated administrative duties.
- ❖ Perform other duties as applicable to managing the clinic, business development and ensuring a superb patient and provider experience.

- ❖ Carry out marketing campaigns and initiatives as designed by the marketing team.
- ❖ Carry out strategic plans, administrative functions, and management plans.
- ❖ Own and takes pride in clinic functionality, operations, and profitability.
- ❖ Owns and takes pride in the retail sales program.
- ❖ Takes pride in the local community and referring physician relations we develop.

Competencies:

To perform this job successfully, and individual must demonstrate the following competencies:

- ❖ **Customer Service** – Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to patient needs. Solicits patient feedback to improve service.
- ❖ **Business Acumen** – Aligns work with strategic goals. Conducts cost-benefit analyses. Demonstrates knowledge of market and competition. Displays orientation to profitability. Understands business implications of decisions.
- ❖ **Judgement** – Displays willingness to make decisions. Exhibits sound and accurate judgement. Includes appropriate people in decision-making process. Makes timely decisions. Supports and explains reasoning for decisions.
- ❖ **Managing People** – Develops subordinates’ skills and encourages growth. Includes subordinates in planning. Makes self available to subordinates. Provides direction and gains compliance. Provides regular performance feedback. Takes responsibility for subordinates’ activities.
- ❖ **Leadership** – Exhibits confidence in self and others. Inspires respect and trust. Motivates others to perform well. Reacts well under pressure. Shows courage to take action.
- ❖ **Conflict Resolution** – Confronts difficult situations. Encourages open communication. Keeps emotions under control. Maintains objectivity. Uses negotiation skills to resolve conflicts.

Required Qualifications/Skills: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- ❖ Bachelor’s Degree in Business Administration, or Healthcare related field
- ❖ Two + years of experience in management
- ❖ Knowledge of healthcare compliance related laws, rules and regulations, HIPAA, OSHA, and compliance protocols.
- ❖ Knowledge of MACRA and MIPS (Preferred).

Language Skills

- ❖ Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- ❖ Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- ❖ Ability to write speeches and articles for publication that conform to prescribed style and format.
- ❖ Ability to effectively present information to top management, public groups, and/or boards of directors.

Mathematical Skills

- ❖ Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- ❖ Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

- ❖ Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- ❖ Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Desired Qualifications/Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel, Outlook, Inventory, Payroll (Timestar), Order Processing and BLS software.

Certificates, Licenses, Registrations

None

Supervision

Directly supervises varied employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Physical Demands 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 the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 100 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to toxic or caustic chemicals and risk of radiation. The noise level in the work environment is usually moderate.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

ACKNOWLEDGED: Employee Signature

Date:

PRINT/ SIGN: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date:

| HR use only | |
|--------------------------|-----------|
| Job code | |
| Generic title | |
| Pay grade | |
| Management? (Yes/No) | |
| E/NE status (exempt/non) | |
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