**Medical Office Manager Job description**

**Job brief**

Manage the operations of a busy urgent care center. This position reports to and works closely with the Owners and Medical Director in running the facility. Oversight and focus areas includes ensuring quality care of patients, revenue cycle management, assistance in hiring & evaluation of staff, training of center personnel, center regulatory compliance, supply management, scheduling, Occupational Health client management, ensure efficient utilization of EMR & internal systems, and responding to patient issues.

**Responsibilities**

* Supervises staff and oversees daily office operations.
* Establishes staff schedules, allocation of staff, and assures effective patient care.
* Trains and rotates office staff through various office duties to ensure cross coverage in all job areas.
* Assesses staff performance. Completes a 30, 60, 90 day review on all new hires and annual review on established employees.
* Oversees daily deposits and ensures batch reports/encounters are sent to the Finance Department accurately, and timely (Bank Deposits Naples Only).
* Conducts office staff meetings regularly.
* Monitors Kronos on a daily basis, adding any edits, request for leave within 24hours and limiting overtime. All Kronos time should be approved within HR protocol.
* Oversees inventory and ordering of office supplies.
* Works with Finance to approve pending invoices in a timely manner.

**Requirements**

* Skill in organizing resources and establishing priorities
* Ability to communicate effectively, both verbally and in writing
* Ability to maintain quality, safety and/or infection control standards
* Working knowledge of the operations and administration of a medical clinic
* Knowledge of medical supplies, equipment and services
* Ability to develop and maintain record-keeping systems
* Ability to manage medical staff, including organizing, prioritizing and scheduling work assignments
* Knowledge of patient care protocols, procedures, regulations and standards
* Thorough understanding of medical front office operations, including reception/registration, scheduling, determination of eligibility, prior authorizations and collection of co-pays/outstanding patient balances
* Thorough knowledge of medical insurances and billing operations
* Understanding of fiscal management principles and procedures
* Ability to make effective administrative/procedural decisions and recommendations
* Knowledge of medical clinic accreditation, licensure and quality control regulations, policies, procedures and standards
* Skill in the use of computers with a Windows-based operating environment