

**Company Name: <Insert Name>**

**Position Title: Medical Office Manager**

|  |  |
| --- | --- |
| **Department: <Insert Department>** | **Union: <Insert Union>** |
| **Job Code: <Insert Job Code>** | **Date Approved: <Insert Date>** |

**Position Summary:**

This position is responsible to organize, monitor and control the business operations of a healthcare facility including medical office, nursing home, clinic, hospital and healthcare practitioners.

**Duties and Responsibilities:**

* Hire and train administrative staff
* Monitor and evaluate staff performance
* Schedule staff to meet operational requirements
* Oversee payroll
* Establish office policies and procedures
* Implement and monitor office policies and procedures
* Manage insurance contracts and ensure compliance with contracts
* Responsible for facility cleaning, hygiene, safety and maintenance
* Control removal of medical waste in compliance with regulatory requirements
* Ensure compliance with current healthcare regulations, medical laws and ethics
* Keep track of equipment and devices and manage inventory
* Liaise with vendors regarding equipment and supplies
* Ensure patient records are current and accurate
* Supervise patient scheduling
* Oversee registration of patients
* Supervise medical coding, medical billing and banking
* Provide education material to patients
* Communicate with patients regarding inquiries and complaints
* Ensure patient satisfaction

**Complexity:**

* The challenges of this position include deadlines and time pressure, work volume, and complexity.

**Mental Effort:**

* Constant interruption in a busy office environment.

**Physical Effort:**

* The physical effort is typical of a standard office environment.

**Accountability:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes/No/NA** |  | **Yes/No/NA** |
| Financial | Yes | Confidentiality | Yes |
| Public Relations | Yes | Employee Relations | Yes |
| Customer Relations | Yes | Safety of Others | Yes |
| Use of Physical Resources | Yes | Quality Control | Yes |
| Government Relations | Yes | Regulatory Compliance | Yes |
| Production Volume | N/A |  |  |

**Initiative:**

Position works with considerable freedom in establishing the daily schedule. Initiative is required to ensure that setting priorities in terms of product or materials testing, is done efficiently, and results are reported in a timely manner.

**Working Conditions:**

|  |  |
| --- | --- |
| **Condition** | **Amount of Exposure** |
| Dust, dirt, fumes | Occasional |
| Heat and/or cold | Occasional |
| Noise | Occasional |
| Vibration | Occasional |
| Inclement Weather | N/A |
| Monotonous routines | Occasional |
| Lighting | Occasional |
| Restrictive clothing requirements | N/A |
| Health or safety hazards of position | Occasional |

**Supervision:**

|  |  |
| --- | --- |
| Direct Supervisor (title): | *<insert title>* |
| Direct or supervise (# people &/or titles): | *<xx>* |

**Education:**

|  |  |
| --- | --- |
| Minimum requirements:* Bachelor's degree in a related field
 |  |
| Preferred requirements: |   |

* Business Degree and / or Certification in a regulated health profession

**Experience:**

|  |
| --- |
| Minimum: 1-2 years |
| Preferred: 3-5 years |

**Communication & Contacts**:

1. **Within the Company** –
* Regular communication with staff, patients, various contractors on a daily basis.
1. **Outside of the Company** –
* Regulatory bodies, vendors, health agencies.

**Standard Operating Procedures for Position:**

Training is required on the Standard Operating Procedures (SOPs) pertaining to general company requirements and to this position (initial and updates).

**Approvals**

|  |  |  |  |
| --- | --- | --- | --- |
| **Supervisor/Manager's Name** |  | **Date:** | Click here to enter a date. |
| **Director/Executive Team Member** |  | **Date:** | Click here to enter a date. |

**This section must be completed before forwarding to Human Resources**

Ensure a copy of the completed job description has been:

1. Copy retained in your departmental manual.
2. Copy sent to Human Resources for inclusion in the central file.