



Experts in Orthopedic Care

REGIONAL OFFICE MANAGER

POSITION SUMMARY

Oversee and coordinate the day-to-day activities of a multi-faceted medical practice to ensure a smoothly functioning office. Oversee all duties involved in the patient encounter from scheduling to clinical support functions and maintaining office/surgery schedules for Physicians and Physician Assistants.

ESSENTIAL FUNCTIONS

- Oversee and perform a variety of clerical activities associated with patient registration, providing information to patients in a clinic registration area, scheduling appointments, obtaining required pre-certification and authorizations, and patient medical records.
- Oversee workload and activities associated with assisting physicians in examination and care of clinic patients and maintenance of office and surgery schedules for Physicians and Physician Assistants.
- Plan, develop, and manage activities, workload, and special projects for the front office, appointment scheduling, pre-certification and clinical support.
- Plan, develop, and manage the archives and security of patient records according to policies and procedures.
- Oversee the planning and scheduling of work for clinic staff, ensuring proper distribution of assignments.
- Provide coverage for staff members including the ability to fill into various positions within the clinic (clerical and clinical support), as needed.
- Ensure adequate stock of instruments and supplies.
- Communicate with staff to determine needs, goals, and necessary changes in systems or policies.
- Recommend various personnel actions including, but not limited to hiring, performance appraisals, promotions, transfers, and vacation schedules.
- Monitor hours worked by staff and approve leave requests.
- Plan, develop, and manage the educational programs and in-service training for all staff in assigned locations.
- Conduct quarterly meetings.
- Act as liaison with surgical facilities.
- Perform other responsibilities associated with this position as deemed appropriate.

GENERAL COMPETENCIES DESIRED

- Strong interpersonal skills with the ability to work effectively with a wide range of constituencies in a diverse community
- Strong leadership, management, and team-building skills
- Knowledge of malpractice and legal issues relating to patient care
- Ability to plan, develop, and implement strategies and programs
- Ability to plan, organize, and coordinate special events
- Good PC skills especially with the various Microsoft Applications
- Strong oral and written communication skills
- Ability to multi-task and work simultaneously on multiple projects
- Exceptional customer service skills
- Knowledge of insurance plans and medical terminology
- Strong skills in team building and conflict resolution
- Ability to travel to various regional office locations.

PHYSICAL DEMANDS

Requires prolonged sitting, some bending, stooping, and stretching. Required eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone. Calculator and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Requires the ability to work under stressful conditions and/or irregular hours to meet deadlines.

CREDENTIALS DESIRED

Associates degree, or an equivalency of two (2) years demonstrated medical office management experience providing support to physicians in a supervisory role.