

# Office Manager Job Description

## Hiring Resource

### Accounting

1. Make Bank Deposit
2. Coordinate IP Payments/expenses with Bookkeeper and stat form

### Administrative

1. Maintain and update Offices Policies and Manual
2. Handle Patient, doctor and staff complaints
3. Manage systems in each department: reception, insurance, physical therapy, doctors, massage therapist and Ideal Protein. Insure procedures are followed and production monitored by monthly KPIs.

### HR/Employee

1. Advertise for personal
2. Interview personnel and verify references: keep file with interview questions and applications
3. Maintain employee files
4. Meet with staff members who violate office policy and document
5. Recommend possible demotion or firing of staff members
6. Recommend wage adjustments
7. Payroll: prepare hours/rates, perform payroll
8. Coordinate staff trainings both group and individual
9. Update and maintain employee job descriptions
10. Address employee complaints or concerns
11. Report any staff or patient issues with doctors
12. Perform scheduled employee evaluations
13. Maintain employee compliance

### IT

14. Maintain computer hardware and software in working order with the assistance of software and hardware support.
15. Report and coordinate any problems with software and hardware support

## Marketing

1. Plan and implement year Marketing Calendar with Doctor and Marketing Group
2. Plan and administer quarterly marketing events
3. Plan annual marketing budget with clinic director and marketing group
4. Present marketing activities at weekly meetings
5. Coordinate or send birthday cards, thank you cards, referral letters
6. Request and prepare patient testimonials and videos
7. Maintain testimonial book
8. Maintain Facebook, website, Youtube and Twitter. Follow up with doctors on Blog.
9. Decorate office for holidays and promotions
10. Research and survey possible public relations activities.
11. Write press releases for special events or announcements
12. Organize and purchase all necessary materials for promotions.
13. Coordinate and schedule staff for special marketing events
14. Create and maintain business relationships and data base of business contacts.

## Massage Therapist

1. Manage massage therapist in accordance with office policy
2. Handle any complaint or concerns of therapist or patients
3. Make sure all charts are completed
4. Count up massage hours and keep log for payroll
5. Order massage supplies
6. Have current massage referrals for all patients

## Mission

1. Know and understand our Mission Statement
2. Review mission statement yearly to keep current and relevant

## Office Communication

1. Coordinate efforts between departments
2. Collect and review weekly statistics, address any trends and or problems
3. Keep weekly staff meeting minutes
4. Post Staff announcements
5. Maintain office calendar
6. Report on projects at weekly staff meetings
7. Prepare assigned training or assignments
8. Keep track and prepare statistics, present at weekly staff meetings
9. Follow up on Action items from weekly staff meetings

## Patient Education

1. Schedule health lectures in and out of office
2. Oversee stocking of patient education supplies and brochures
3. Create and give welcome packet

## Physical

1. Schedule office equipment maintenance
2. Maintain office environment: music, video and temperature/smell
3. Water and prune plants
4. Handle faxes and rout accordingly
5. Maintain interprofessional database

## Planning

1. Plan and attend weekly staff meeting
2. Plan and coordinate marketing events
3. Schedule outside trainings and seminars
4. Plan and coordinate team building activities and parties

## Purchasing

1. Oversee general office purchase
2. Maintain inventory of supports and supplements