

Office Manager Job Description

Hiring Resource

Accounting

- Maintain petty cash if applicable

Administrative

- Maintain and update offices policies and front desk manuals
- Construct and enforce work schedules
- Handle patient, doctor and staff complaints
- Manage systems in each department: reception, insurance (benefits). Insure procedures are followed and production monitored by monthly KPIs.

HR/Employee

- Advertise for personnel
- Interview personnel and verify references: keep file with interview questions and applications
- Maintain employee files
- Meet with staff members who violate office policy and document
- Recommend possible demotion or firing of staff members
- Recommend wage adjustments
- Payroll????: prepare hours/rates, perform payroll
- Coordinate staff trainings both group and individual – new employees and refresh for existing employees
- Update and maintain employee job descriptions – need to finalize with JK
- Address employee complaints or concerns
- Report any staff or patient issues with doctors
- Perform scheduled employee evaluations with doctors (minimum 1/year)
- Maintain employee compliance with work schedules, vacation time. Present and review modified schedule with doctors for approval
- Personally fill in when needed on staff shifts
- Coordinate birthday lunches for employees

IT

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

Marketing

- Plan and implement any marketing ideas with doctors
- Coordinate or send thank you cards referrals
- Request and prepare patient testimonials
- Maintain testimonial book

Marketing

- Plan and implement any marketing ideas with doctors
- Coordinate or send thank you cards referrals
- Request and prepare patient testimonials
- Maintain testimonial book
- Research and survey possible public relations activities
- Oversee Facebook, website, Youtube and Twitter
- Oversee writing of press releases for special events or announcements
- Organize and purchase all necessary materials for promotions.
- Coordinate and schedule staff for marketing events
- Create and maintain business relationships and data base of business contacts.

Licensed Providers

- Handle any complaint or concerns of provider or patients
- Make sure all charts are completed
- Order massage supplies
- Manage exercise or massage referrals for all patients
- Count up massage hours and keep log for payroll

Mission

- Know and understand our Mission Statement
- Review mission statement yearly to keep current and relevant

Office Communication

- Coordinate efforts between departments
- Keep monthly staff meeting minutes
- Post staff announcements
- Maintain office calendar
- Report on projects at monthly staff meetings
- Prepare training or assignments
- Follow up on action items from weekly staff meetings

Patient Education

- Schedule health lectures in and out of office
- Oversee stocking of patient education supplies and brochures
- Create and give welcome packet

Physical

- Schedule office equipment and table maintenance
- Maintain office environment: music, video and temperature/smell
- Water and prune plants
- Handle faxes and route accordingly
- Maintain doctor referral list

Planning

- Plan and attend monthly staff meeting with doctors
- Plan and coordinate marketing events

Purchasing

- Oversee general office purchases
- Maintain inventory of supports and supplements