

# Office Manager

## Job Description



<b>Department:</b>	Clinical	<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Chiropractor, Regional Director, HR	<b>Physical Strength:</b>	Light

### Summary

This position is responsible for overseeing general administrative function and activities of the office by performing the following duties.

### Essential Duties

1. Oversees the daily work activities of the office such as scheduling, coordination of patient care, and the schedule of other staff members.
2. Maintains organization and efficiency of the clinic.
3. May also provide hands on patient care as needed.

### Job Duties

- Ability to focus on patient goals independently of the Physician.
- Uses of EHR (Electronic Health Record) and Billing software (Chiro Touch).
- Leverages shared experiences to connect with patients.
- Communicates effectively in group settings and with individual team members.
- Professionally communicates with clients and patients.
- Identifies and contacts prospective business partners that would be beneficial to the organization.
- Connects with prior partners to maintain a professional relationship for future services.
- Maintains inventory of office supplies; orders new supplies as needed.
- Provides clerical support when needed to assist clerical staff with assigned administrative duties such as answering phones, sorting and distributing mail, and preparing documents.
- Writes weekly reports to communicate tasks completed to management.
- Maintains punctual, regular, and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Respectfully takes direction from Regional Director and Clinic Physician.
- Other duties as assigned.

### Supervisory Responsibilities

Directly supervises employees in the Clinical Department (such as Chiropractic Assistants and Licensed Massage Therapists). Carries out supervisory responsibilities following the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### Qualifications

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to the safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

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### Education & Experience

This position requires a high school diploma or a GED and zero to two years related experience and/or training or equivalent combination of education and experience managing a team in any sort of environment or capacity.

### Certificates, Licenses, and/or Registrations

- Certificates: Chiropractic Assistant Certification (can be obtained on the job)
- A valid driver's license, acceptable driving record, and automobile liability coverage or access to an insured vehicle.

### Travel Requirement

This position requires infrequent (up to 5% of the position) in-state travel for the purpose(s) of trips to team meetings at other clinic locations. Travel will primarily consist of day trips.

### Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

### Mathematical Skills

Ability to add, subtract, multiply, and divide into all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### Computer Skills

Has advanced basic computer job skills including logging on to systems, communicating by email, composing documents, entering database information, creating presentations, downloading forms, and preserving important data. Experience with Word, PDF, google Workspace, EHR (OfficeAlly and ChiroTouch), online fax systems, and Excel.

### Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

### Physical Demands & Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is regularly required to stand. The employee is occasionally required to walk, use hands and fingers to type or dial, reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. This position requires frequent computer use. The noise level in the work environment is usually moderate.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employer Representative: \_\_\_\_\_ Date: \_\_\_\_\_