



JOB DESCRIPTION

Job Title: Clinic Administrator

Department: Olympia Orthopaedic Associates – Westside Clinic

Immediate Supervisor Title: Director of Clinical Services

Job Supervisory Responsibilities: Yes – responsible for training, mentoring and guiding the Leads of each Department within the Clinic.

General Summary: Under the general supervision of the Director of Clinical Services, the Clinic Administrator is responsible for directing, supervising and coordinating staff and activities at our Clinic to provide quality, cost-effective care for our patients. The Clinic Administrator's level of responsibility may vary based on that clinic's location.

General responsibilities of this role are as follows:

- Manages daily operations at the Clinic site and coordinates work activities and schedules to maximize total Clinic potential.
- Exudes positive, helpful attitude to patients, personnel and physicians.
- Administers clinic policies and procedures in a consistent and timely manner and is consistent with Olympia Orthopaedic Associates mission, vision and values.
- Communicates with Physicians to ensure excellent patient service and work flow.
- Works efficiently with other Clinic Administrators, Managers, and Supervisors.
- Develops, fosters and supports a team-oriented environment, which promotes and improves quality throughout the organization.

Essential Job Responsibilities:

- Manage clinic day-to-day operations, which include but are not limited to: bookkeeping, care coordination with community partners, and staff schedules to maximize appointment availability and efficiency.
- Manage clinic(s) budget working with other organizational department to meet budgetary requirements (example: accounting, billing, patient access, etc.)
- Direct supervision of clinical departments; Receptionist, MRI, Medical Assistant, Cast room, Procedure Room and Scribes.
- Shared supervision with all other departments that work within the clinic location.
- Design and implement service standards for high quality, rapid patient experience.
- Hire quality candidates to achieve organizational goals.
- Responsible for employee performance management by completing performance appraisals and setting individual goals, which help to achieve organizational milestones. Provides timely feedback and documented corrective action when/if needed.
- Ensure clinic accounts and invoices are accurate and submitted for processing in a timely fashion.
- Organize and facilitate regular staff meetings to encourage strategic thinking and collaboration amongst all staff.
- Participate in management meetings, workshops, strategy meetings for the betterment of the organization.
- Participate in community events to promote community relations.

- Work with all departments to help define, plan and implement policies/protocols to enhance the patient experience and safe patient care.
- Serves as a liaison between OOA and our community partners (PCP/Referring Offices, SPH/Providence Hospital, CMC, etc.)
- Perform other duties as assigned.

Education:

- Bachelor's degree in office management or training in health care preferred.
- Medical terminology or office management training required.

Experience:

- Relevant years of work experience in healthcare that achieves a level of knowledge equivalent to that acquired through completion of at least one year of Business College.
- Three to five years of healthcare operations experience in a clinic setting required.
- Minimum of one to three years supervisory or management experience required.

Other Requirements:

Knowledge:

- Knowledge of clinic policies and procedures.
- Knowledge of medical terminology and insurance practices.
- Knowledge of computer programs and applications.
- Knowledge of grammar, spelling, and punctuation to type, review and edit reports, documentation and correspondence.

Skills:

- Skill in operating office equipment
- Skill in handling paperwork/filing adequately.
- Skill in handling incoming phone calls and triaging appropriately.
- Skill in written and verbal communication.
- Skill in gathering, interpreting, and reporting insurance information.
- Skill in trouble-shooting insurance issues and resolving appropriately.

Abilities:

- Ability to sit for a period greater than 2 hours.
- Ability to work effectively as a team member with physicians and other staff.
- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to organize work, and make progress in a role that has many interruptions throughout the day.
- Ability to respond to changing demands.
- Ability to communicate clearly.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

Equipment Operated: Office machinery including computers, fax, calculator, and photocopier.

Work Environment: Work performed in office environment and involves frequent contact with staff and patients. May require working under stressful conditions.

Mental/Physical Requirements: Manual dexterity for office machine operation including computer and calculator; stooping, bending to handle files and supplies, mobility to complete deliveries, or sitting for extended periods. High stress due to multiple staff demands and deadlines.