



## MEDICAL OFFICE MANAGER, .

### Job Summary

The Medical Office Manager is responsible for leading our administrative team to effectively provide daily administrative activities to ensure excellence in the provision of administrative support services. The Office Manager works collaboratively with the nurses, nurse practitioners, physicians, customers, clinical research staff, vendors, and other internal and external contacts.

### Job Responsibilities

- Performs all Medical Office Administrative duties as needed
- Ensures adequate administrative staff to facilitate delivery of excellent patient care services
- Manages and organizes daily operations including staff schedules (administrators, technologists and Doctors) and patient bookings (consults, sleep studies, research patients)
- Provides functional supervision to administrative staff, ensuring efficient operation of the clinic
- Maintains clinic supplies, coordinates general maintenance of the facility as required
- Address any patient complaints and concerns in a professional and efficient manner
- Prepares a variety of correspondence (invoices, spreadsheet reports, letters, process documents, presentations)
- Arranges meetings such as educational rounds, booking facilities, setting up any applicable audio/visual equipment
- Ensures all consult and follow-up notes are sent out in a timely manner
- Manage professional fees and invoices and oversee all patient payments
- Ensures adequate training and orientation is provided to new employees
- Ensure all operational reports are completed and submitted in a timely manner

### Qualifications

- Completion of a recognized post secondary office administration program or minimum of at least 3 years of relevant experience working in a health care clinic or equivalent experience
- Exceptional leadership, coaching, and communication skills
- Knowledge of medical terminology and/or medical office diploma (an asset)
- Strong knowledge of Microsoft Office applications (Word, Excel and Outlook) and exposure to patient appointment scheduling and billing software
- Demonstrates exceptional written and verbal communication skills, interpersonal skills, problem solving, professional and mature approach to customer service
- Excellent organizational skills, time management, detail oriented and capacity to manage priorities
- Knowledge of health care, organizational/office practices, procedures and standards
- Demonstrated ability to work in a team environment and collaborate as an active participant with others in assisting with the delivery of care to patients

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