

MASON CITY CLINIC
Job Description

Job Title: Assistant Manager – Front Office Operations

FLSA Status: Non-Exempt

Job Code:

Employee Group: Management

Department: Administration

General Summary:

Reports to the Front Office Operations Manager and is responsible to assist in planning and directing the daily operations of the reception and switchboard services. In doing so assists in monitoring staff's performance including point of service collections, accuracy of appointment data, appointment schedules, phone notes and other customer service issues, such as investigating and responding to patient complaints. Assists Department Manager in managing the human resources of the department. In doing so, assists in interviews, orientation, training, assigning work to, evaluating the performance of staff, and, when necessary, assists with disciplinary activities. Assists in review, development and implementation of department specific policies, procedures, goals and work processes to reach specified goals of performance. Assists in monitoring insurance plans for scheduling requirements such as referral requirements and taking necessary steps to implement work flow processes to ensure referrals are obtained in order to receive payment for services provided.

Principal Duties and Responsibilities:

1. Assists department manager in the planning and directing of the daily operations of the reception and switchboard services to ensure timely and accurate services.
2. Assists in monitoring and review of staff's performance on specific areas including accuracy of appointment data, appointment schedules, and other customer service issues. Identifies and resolves problems affecting under performance areas.
3. Remains up-to-date on government, commercial and other third-party payor regulations as they relate to scheduling appointments and implements work flow processes to ensure scheduling appointments is done as needed to receive payment for services provider.
4. Assists in developing, implementing and administering annual capital budget in order to meet established goals and objectives of the Clinic, ensures adherence to budget and initiates corrective action to significant variances.
5. Assists department manager in researching and resolving more difficult department specific problems such as denied claims due to lack of appropriate referral or authorization, complaints regarding scheduling, and other issues that may come up in the departments.
6. Assists in management of the human resources of the department. In doing so, assists in interviews, orientation and training, assigning work, evaluation of the performance of staff, completing staff timecards and approving payroll, and, when necessary, assisting with disciplinary activities.

7. Assists in monitoring the daily operating activity of the departments such as work load, staff productivity, and the like, and makes adjustments in work assignments as necessary. Prepares reports such as Eligard, Plastics referral source, Vascular authorizations, 3rd next available appt count, no-shows, etc. for review with department manager in order to effectively plan future department resources. Assists in verifying and approving interpreter, phone, and Televox bills. Occasionally performs the department duties in response to work load demands.
8. Assists department manager in monitoring online appointment requests, patient satisfaction surveys, and department supply orders. Assists in investigating scheduling issues from the outreach sites and helps to develop a plan to resolve. Assists in scheduling clinic physicians for marketing activities such as educational programs to the referring practices and medical community, recording of podcasts, etc.
9. Responds to patient inquiries or complaints when necessary.
10. Conducts special projects and studies as requested.
11. Maintains knowledge of trends and developments in the field by reading appropriate articles, journals, and related material, and by attending seminars, conferences and so forth.
12. Assists the department manager in conducting departmental meetings. In doing so develops the agenda and gathers information pertinent to the specific agenda items, schedules meeting arrangements, communicates meeting time and place, and participates in the meetings by leading specific agenda discussions as required.
13. According to established guidelines, reviews and approves requests for time off, overtime, clinic request off, attendance to education meetings and so forth.
14. Assists department manager in scheduling contrast coverage for MRI/CT as needed, communicating coverage with department staff, getting updated calendar on the intranet, and reminding physicians of their coverage dates.
15. Assists department manager with templating changes for existing and new physician and resource schedules.
16. In department manager's absence, provides back-up for day-to-day operations.

Knowledge, Skills and Abilities Required:

1. Knowledge of business management practices and ability to perform mathematical calculations when analyzing staffing requirements, schedules, budgets, patient accounts, etc. at a level normally acquired through completion of an associate's degree in business, finance, or related field.
2. Approximately one to two years prior supervisory/management experience in order to effectively manage assigned areas.

3. Excellent communication and interpersonal skills necessary for managing and directing staff, interacting and educating physicians and other clinic staff and interacting effectively and courteously with patients and their families.
4. Strong analytical skills in order to analyze appointment data, online appointment requests, and review and improve work processes. Demonstrates strong organizational and follow through skills.

Working Conditions:

1. Works in a normal office environment where there are few, if any, physical discomforts due to dust, dirt, noise and the like.

Reporting Relationships:

1. Reports to the Front Office Operations Manager.
2. Assists department manager in the responsibility for the work of approximately thirty non-exempt support personnel.

Approvals:

Front Office Operations Manager

Date

CFO

Date

Administrator

Date

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Created 1/2016
Reviewed 7/2017
Updated 1/2021
Updated 5/2023

WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Date: 1/2021

Job Title: Assistant Manager – Front Office Operations

Department: Administration

1. Physical Activities

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing	X					
Bending		X				
Climbing	X					
Crawling	X					
Crouching	X					
Kneeling	X					
Reading						X
Sitting						X
Squatting	X					
Standing		X				
Stooping	X					
Walking		X				

2. Lifting and/or Pushing and Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds					X	
10-20 pounds		X				
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds					X	
10-20 pounds		X				
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

4. Visual Activity

Level	Yes	No	Comment
Near Vision	X		Reading manuals, computer screen, reports, etc.
Far Vision		X	
Depth Perception		X	
Fine Discriminate Detail		X	
Color Vision		X	
Field of Vision		X	

5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds		X	
Distinguish Pitch		X	
Distinguish Tone		X	
Hear Speech	X		

6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold		X	
Distinguish Range of Temperature		X	
Distinguish Surfaces		X	
Fine Motor Skills to Grasp		X	
Manual Dexterity	X		Keyboarding & data entry work
Detect Odors		X	
Distinguish Odors		X	

7. Verbal Activity

Level	Yes	No	Comment
Make Sounds		X	
Form Words	X		
Speak Loudly		X	
Speak Softly		X	

8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, etc.)						X
Subjected to interruptions					X	
Subjected to changing work priorities					X	

9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	X					
Exposure to electrical shock	X					
Exposure to vapor, fumes & gases	X					
Exposure to radiation	X					
Exposure to infectious disease	X					
Driving automotive equip.	X					
Exposure to weather elements	X					