



## Cow Creek Government Office

### Position Description

**Position Title:** Clinic Operations Manager

**Department:** CCH&WC

**Reports To:** Clinic Director

**FLSA Designation:** Non-Exempt

**Date Written/Revised:** 4/11/17, 6/13/2018

#### **POSITION PURPOSE:**

Provide and maintain a professional clinic environment.

#### **ESSENTIAL FUNCTIONS:**

- Provide direct supervision of front office staff (Patient Care Coordinators (PCC), Medical Records, and Outreach staff).
- Credentialing / Privileging / Insurance coordination.
- Clinic Facilities Management
- Purchasing and Inventory Coordination
- After-Hours call Coordination
- Routine Clinic Staff Management
- Improved Patient Care (IPC) and Quality Coordination
- Integrate health and safety as a value in how all work is conducted, by constantly striving to create a workplace that is healthy and safe for self and co-workers.

#### **QUALIFICATIONS:**

- Two years relevant, working experience in all facets of medical office management required.
- Working knowledge of office procedures, office equipment, IPC, Microsoft Office, computer and telephone experience and knowledge of government program rules and regulations.
- Must demonstrate proven effective interpersonal communication skills.
- Demonstrate the ability to work effectively with staff, local agencies and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.
- High school diploma or GED. College preferred but not mandatory with appropriate experience.
- CPCS- Certified Provider Credentialing Specialist Preferred but not mandatory.