*Operations Manager – Practice Administrator*

**Requirements**

**Education**

Bachelor’s degree

**Experience**

Minimum of five years of progressive management experience in the healthcare industry, including significant HR experience, required; dental experience preferred.

**Overview of Position**

The purpose of this position is to assure that all the business aspects of the practice are functioning in an orderly and proficient manner. They will act as liaison with staff, and counsel with the DDS/consultant on problem situations before taking action in other than routine matters.

The Practice Administrator / Manager position requires significant flexibility and skill in a variety of areas.

First and foremost, the position will be responsible for managing the day-to-day operations of the office.  The Practice Administrator will facilitate communication between staff groups (front office, assistants, hygienists, doctors and administrative team) and will specifically be a resource for training all front office systems and philosophy and for assisting with this work as needed.

The position will also manage all aspects of Human Resources including hiring, training, coaching, evaluating, conflict resolution, disciplinary issues, and dismissal of employees.  These responsibilities will be conducted with the goal of fostering a positive, teamwork environment for all team members.

The Practice Administrator will be responsible for keeping track of all practice performance indicators, including production and collections goals, treatment presentation and case acceptance, patient retention, new patient numbers, cash flow management, and accounts  receivable.  He/She will be expected to react to relevant financial data about the performance of the practice.

The manager will be needed to manager the office IT systems  and oversee contracted IT people as needed and also oversee facility equipment maintenance and repairs.

**Skills and Abilities**

Demonstrable skill in exercising a high degree of initiative, judgment, discretion, organization and decision-making to achieve organizational objectives.

Demonstrable skill in establishing and maintaining effective working relationships with team members and patients.

Effectively delegate day to day clerical and operation activities that are possible to provide time for both managerial and leadership needs.

Demonstrable ability to assume responsibility and exercise authority over assigned functions.

Demonstrable ability to organize and integrate organizational priorities and deadlines.

Computer Skills:  Strong Knowledge of Excel and Word required.  Knowledge of Eaglesoft and Quick Books a plus.

**Commitment**

Availability to work Monday-Friday approximately 40+ hours/week

Willingness to take calls and/or check emails in the evenings and on the weekends as necessary

 **Responsibilities**

**Daily/Weekly Operations**

* Lead morning meetings to review and plan for the day (task will be assigned by you to alternating staff members for their development but the process will be overseen and reviewed by Practice Manager)
* Ensure that office is properly staffed at all times
* Ensure that patients are appropriately seen and treated in a professional, timely, and competent manner.
* Approve time off requests and arrange appropriate coverage
* React in a positive manner to dynamically changing circumstances with regards to patients, staff, business number analysis, future forecast. In so doing, direct resources appropriately
* Establish a Master calendar for each year (set holidays, make on-call schedule, time-off for staff) for approval by the executive team and modify during the year as needed. Look at all ways to maximize our service ability by capturing advantages in situations. ( this may include working some holidays and other hours as service demands arise )
* Resolve conflicts with patients. Give feedback to appropriate personnel and teams
* Oversee online reviews and contracted  services(demand force and club lighthouse) , make team aware of good and questionable  reviews, respond appropriately
* Review and approve requests to make exceptions to policies (financing, scheduling, etc). Regularly, update and keep office policies current
* Lead, help organize and schedule regular (weekly, monthly, quarterly) meetings of various teams. Insure appropriate follow up and accountability of meeting items and new decisions in directions. Help identify issues, negative trends and potential problem areas. Formulate plans and directions to counteract these.  Celebrate improvements, positive trends and accomplishments.
* Schedule and coordinate agenda for executive team meetings.
* Meet with back team lead on a weekly basis. Review various SWOT (strengths, weaknesses, opportunities, threats). Monitor, complete actions items that come up. Formulate the appropriate time lines and priorities for these positive actions.
* Send out and post Weekly Updates of office numbers and other important issues to all team members as well as communicate the information in the Morning Meeting
* Ensure compliance with all regulatory requirements (OSHA, HIPPA, MSDS, Infection Control, personnel files necessary and required documents), oversee the team member that is responsible for assignments.
* Assist the doctors in creating and implementing new clinical protocols as necessary and maintain documentation of existing protocols in an organized manner for reference
* Continually monitor the flow of the "ultimate patient experience" with regards to the various paths with the office ( phone call, greeting, seating , financial arrangements, scheduling, having dental tx done, follow up and return)
* Continually monitor for areas of skill deficits with all team members. Develop improvement/ training and remediation plans
* Manage timesheets and payroll for office staff and doctors.
* Oversee office and dental supplies including authorizing purchase orders.

 **Front Office Team**

* Serve in any front office position as needed (during staff shortage, to cover vacations, etc)
* Direct the daily front office focus and efforts related to patient service and performance indicators
* Oversee and when appropriate present treatment plans on high end cases. Monitor and oversee the continual improvement of verbal and sales skills
* Create and implement new front office protocols as necessary and maintain documentation of existing protocols in organized manner for reference. Maintain accountability that protocols are followed.
* Insurance Company  – fee schedule management and ins code updates. Continually look at ways of maximizing reimbursements
* Assist in account payables to supplies or contract services (set accounts up on auto billing with company credit cards). Pay bills as directed by owner.
* Approve all payable invoices as appropriate.
* Work with front team in overseeing A/R. Review A/R with front team leaders on a regular basis( minimally monthly)
* Over see that all patients with balances are sent statements on a regular timely basis( this should be done monthly)
* Make sure appropriate collection calls are given in an appropriate and timely manner
* Approve A/R accounts to go to collections and/or be written off.
* Manage insurance reimbursements and make appropriate ins or PPO adjustments as needed. Oversee and make sure appropriate write off approval forms are used.
* Be responsible for accountability of office staff in the correct direction of their responsibilities and job details.
* Work with front scheduling team to insure proper scheduling techniques are used and followed.
* Oversee that current scheduling productions and daily goals are met.

**Human Resource Management**

Insure proper staffing and the consistently competent job performance of each staff member. Areas of responsibility include:

* Hire new team members (create job descriptions, advertise, interview, evaluate, recommend compensation
* Review and Modify job descriptions as needed or as necessary changes occur
* Train and coach all team members (develop training plans for new team members, document all training systems, document efforts to train/retrain as necessary)
* Supervise and conduct performance evaluations (provide structure for the process, gather information and ensure that meetings occur on schedule)
* Resolve conflicts among team members
* Initiate and summarize employee engagement surveys and results
* Conduct conflict resolution and disciplinary meetings as needed (ensure consistent application of policies and document issues as they arise)
* Oversee work schedules.

**Practice and Performance Monitoring**

* Gather and review performance indicators on a daily, weekly, monthly basis and react appropriately
* Meet with practice owner weekly, monthly and quarterly to review performance measures and indicators and suggest appropriate strategies
* Participate in formulation and monitoring of significant components of the annual budget
* Generate appropriate reports for outside consultants
* Be proactive  for future business work days, review schedule in advance( next day, following week etc ) to help insure office facility is maximized with dental care needs in a productive manner
* Review past days to look at short falls to office efficiency and strategize about ways of improving the office performance.
* Track closing ratios. Proposed dental treatment , scheduled treatment and finished treatment. Get and share appropriate feedback on non scheduled or uncompleted treatment.

 **Other Tasks**

* Act as IT manager for IT (resolve immediate problems, coordinate activity of 3rdparty provider, plan for and coordinate the implementation of new hardware and software) in a timely manner.
* Ensure functionality and presentation of the building & equipment (regularly audit for appearance and functionality, resolve immediate problems, coordinate activity of 3rdparty providers, plan and supervise routine maintenance and upgrades)
* Oversee marketing campaigns and support the work of marketing coordination
* Be actively available for management meetings as needed, these may take place outside normal business hours.
* Attend Continuing Ed courses that will be deemed beneficial for a manager. Especially Marketing (chrisad) and other Contracted groups.  Help coordinate and recommend CE for staff members as well
* Set up office team meetings and hold members accountable for their roles
* Continually evaluate office systems, protocols , strategies ,  effectiveness towards the office visions and implement changes as needed.