

Class Specifications
for the class:CLINIC MANAGER
SR-20; BU:13Duties Summary:

Supervises and coordinates the administrative and/or clinic office services functions of multiple medical and/or surgical clinics in a region; provides general administrative services on fiscal; staff management; management of clinic operations; and performs other duties as required.

Distinguishing Characteristics:

This class is distinguished by its responsibility to supervise and coordinate the administrative services functions involving fiscal record keeping and reporting, purchasing, budget preparation, expenditure control, operational reporting, staff management, inventory maintenance and control, filing, typing and other related clerical work in support of the activities of the department and/or regional outpatient clinics.

The incumbent of this position works under the general direction of the Assistant Administrator or designee.

Examples of Duties:

Plans, assigns, reviews and coordinates work of clerical personnel engaged in work activities relating to various office services functions; supervises personnel in the maintenance of files and records; processing personnel forms and records; compiles and prepares data as requested ; meets with unit heads to discuss budgetary needs; prepares budget requests for discussion with supervisor ; assists in ensuring adequate staffing levels; develops orientation and performance evaluation programs; ensures compliance with all policies, procedures, regulations and standards and keeps staff informed of all changes; collaborates with other clinical staff to analyze and recommend changes in operational procedures to effect greater quality of clinic services; evaluate workload, promoting optimal productivity and customer service needs; resolve staff issues, counseling personnel and following grievance procedures when warranted; networks with others in the profession and healthcare industry to maintain industry standards, trends and issues affecting the medical staff organization; meets with members of the community to promote good public relations for the clinics; attends meetings of professional, civic and service organizations; performs other duties as assigned.

Knowledge of: Principles and practices of office management and supervision; office practices and procedures; fiscal administration including budget preparation, expenditure control and financial reporting; knowledge of outpatient clinic operations and functions that include quality improvement process, data collection and statistical analysis; knowledge of good customer services principles; working knowledge of computer programs; current federal and state law and regulations relevant to outpatient functions and ability to access and maintain currency of regulations, law and standards and draft needed changes required for compliance.

Ability to: Develop effective operational details for a program of substantial size, scope and complexity. Provide overall direction and manage various Outpatient Clinic programs, plan, implement and evaluate operations and activities; make sound recommendations and decisions; resolve personnel and program problems; deal tactfully and effectively with physicians, patients, visitors, employees and others. Analyze and prepare reports and budgets; ability to carry out a varied range of management functions: organize, assign, coordinate and review the work of others; effectively communicate through written material and oral presentations to groups or individuals; must be able to effectively multi-task, prioritize, delegate and meet deadlines.

This is the first class specifications for the class, CLINIC MANAGER.

DATE APPROVED: May 27, 2011

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