

Community Physicians Group

**Siloam Springs Medical Center**

**Job Title: Medical Practice Manager**

**Reports to:** CEO

**Summary:** Manages a variety of medical office activities by performing the following duties personally or delegating to other employees.

**Essential Duties and Responsibilities:** Analyzes and organizes office operations and procedures such as Scheduling, Up-front outstanding balances collections, customer service, staffing and training, budgets and expense controls, EMR and information management, filing systems, requisitions of supplies, and other clerical services. Other duties as directed may be assigned.

**Supervisory Responsibilities:**

Directly supervises employees in the clinic. Carries out supervisory responsibilities in accordance to the organization's policies and procedures. Adhere to all state and federal rules, regulations and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing customer complaints and resolving issues.

**Competencies** – To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** – Identifies and resolves problems in a timely manner.
- **Customer Service** – Manage difficult or emotional customer situations.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others, keeps emotions under control.
- **Oral Communication** – Demonstrates good correspondence skills with employees and lead team, participates in meetings.
- **Teamwork** – Contributes to a positive team spirit; able to build morale and group commitments.
- **Leadership** – Inspires and motivates others to perform well; gives appropriate recognition.
- **Managing People** – Make self-available to staff.
- **Quality Management** – Looks for ways to improve and promote quality; demonstrates accuracy.
- **Dependability** – Follow instructions, respond to management direction; take responsibility for own actions.

**Qualifications:**

To perform this job successfully, and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**Education and/or Experience**

Associate Degree preferred in management or business with three to five years related experience and/or training or equivalent combination of education and experience. Computer knowledge required including Excel, Word and Power Point

### **Language Skills**

Ability to read and interpret documents such as safety rules, financial reports, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

### **Other Requirements**

Will be required to travel for classes, seminars, and meetings. Occasional evening and weekend work. The physical demands are normal functions of this job. The employee must occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Type: Full-time