

# UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES (UCERA)

## POSITION DESCRIPTION

**Position Title:** Clinic Manager

**Date Prepared:** 09/04/09

**Department:** Dept of Medicine

**FLSA Status:** Full-time, Exempt  
1.0 FTE

**Position Reports To:** Clinical Development Administrator

**Potential Occupational Exposure to Bloodborne Pathogens:** Yes

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UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii. UCERA contributes to the goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting education, research and clinical activities of the school, and by collaborating with hospitals, government agencies and other entities.

### POSITION SUMMARY

Manage the daily activities of the Department of Medicine's clinics to achieve efficient and functional operations. Evaluate needs, recommend and implement action plans, ensure appropriate and timely follow-up. Coordinate and prioritize clinic workflow. Provide comprehensive management guidance for a broad range of departmental activities among the support staff who report to the Clinic Manager.

### ESSENTIAL JOB DUTIES AND FUNCTIONS

- Manage all aspects of clinic operations including credentialing, billing processes, scheduling, human resources, front/ back office flows;
- Collect and process required human resources documents for non-physician hires;
- Ensure that HIPAA guidelines are maintained;
- Protect internal procedures and information from being conveyed improperly;
- Create and update the department's policies and procedures manual;
- Provide training and motivation to assure proper and accurate completion of assigned tasks. Follow established protocols to document deficiencies, working toward appropriate task completion;
- Monitor staff availability and work flow. Provide follow through with appropriate actions including counseling and formal disciplinary action as deemed necessary;
- Provide facilities and equipment management for the clinic;
- Coordinate all departmental facilities related issues including repairs, equipment installation, moves, phone orders, key requests, etc., with the appropriate institution's personnel;
- Verify clinic needs and authorization for all requests.
- Maintain positive and professional relationships with relevant individuals and entities throughout the clinic, department, university, and other organizations;
- Complies with all company policies and legal requirements

- Assist in the development, coordination, and/or implementation of training and other relevant programs for clinic staff; and
- Perform other duties as assigned.

### **JOB CONDITIONS**

- Normal working conditions, indoors, air-conditioned.
- Must be able to travel to different clinic locations.
- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate clinic schedules, and duties may require extended hours.
- Must have excellent written and verbal communication skills. Requires communication with staff, between departments, and with clients and contractors.

### **EQUIPMENT USED**

- Standard office equipment (phones, typewriter, computer, printers, fax) and medical office equipment.
- Computer system with the following software: Outlook, Excel, Word, FileMaker, and PowerPoint.

### **MENTAL AND PHYSICAL DEMANDS**

- Working with minimal supervision; attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks.
- This position occasionally requires lifting items up to 30 pounds, frequent sitting, standing, walking, and bending.
- Driving to meetings and clinic sites as necessary.

### **MINIMUM QUALIFICATION REQUIREMENTS**

#### Skills/Knowledge:

- Ability to function independently, achieve problem resolution, utilize sound judgment, assess priorities, and meet project deadlines.
- Excellent organizational, verbal and written communication skills.
- Comprehensive understanding of the organizational structures, policies and procedures.
- Extensive knowledge of various in computer software programs, specifically word processing, spreadsheets, statistics, presentation graphics, data base, and E-Mail.

#### Education/Training:

- Bachelor's degree required.

#### Experience:

- Minimum of two years experience in a healthcare environment. At least one year supervisory role in managing staff and office administration. Clinic, provider relations, or academic practice experience preferred.

Other qualifiers:

- Demonstrated ability to function in a highly professional manner, exercising complete confidentiality and discretion at all times.
- Attention to detail and ability to accurately synthesize lengthy, complex materials.
- Strong oral and written communication skills.
- Excellent customer service skills with the ability to interact positively and sensitively with staff and the general public.

**DESIRABLE QUALIFICATION REQUIREMENTS**

Skills/Knowledge

- Knowledge of billing and coding
- Experience with database, File Maker Pro
- Knowledge of HIPAA guidelines and Stark Laws

Experience:

- 3 years of experience in working with physicians and other healthcare professionals in a clinic setting.
- 3 years of experience in working with financial information.

**TERMS OF EMPLOYMENT**

Position is available immediately. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is “at will” and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

**ABOUT THE SALARY AND BENEFITS**

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 8 paid holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, generous PTO plan that increases with years of service, and 100% company paid group Life/AD&D/LTD insurance and employee assistance program.

**INTERESTED APPLICANTS**

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to [jobs@ucera.org](mailto:jobs@ucera.org) or fax at 808-536-7315.

*UCERA is an Equal Opportunity Employer.*