

**CENTRAL MONTANA MEDICAL CENTER  
MANAGEMENT POSITION DESCRIPTION**

<b>Position Title</b>	<b>Clinic Manager</b>	<b>Grade</b>	
<b>Department</b>		<b>Exempt</b>	<b>X</b>
<b>Immediate Supervisor</b>	CEO		
<b>Supervisor next in line</b>		<b>Workweek</b>	<b>40</b>

**POSITION SUMMARY**

The Clinic Manager is responsible for the overall operation of the Physician Offices.

**Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:**

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

**Minimum Education, Experience, Licensure, Certification required:**

Bachelor's degree preferred.  
Minimum of three (3) years experience in clinic management or equivalent health related experience

**ESSENTIAL FUNCTIONS/DUTIES:**

(Must be able to perform with or without accommodation)

1	Supports and demonstrates Central Montana Medical Center's Vision, Mission and Values Statements.
2	Manages daily operations of the physician practices.
3	Responsible for overall operation of CMMC Physician Offices including directing, supervising and coordinating staff and activities to provide quality, cost-effective care.
4	Gathers, analyzes and evaluates physician and physician office data and makes recommendations
5	Supervise the work of clinical, office, administrative, and/or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
6	Completes employee evaluations (with physician input) on time, offers guidance for professional growth when/where appropriate.
7	Develops and demonstrates effective communication tools to disseminate information and to interact with physician offices and organization's staff.
8	Leads, organizes, and participates in meetings and events as required or requested.
9	Completes required productivity reports in a timely manner.
10	Provides a clinic that meets safety, environmental, ethical, legal, infection, and compliance standards
11	Recruits, hires, trains and supervises assigned personnel
12	Identifies and resolves work problems to ensure quality patient service.
13	Resolve customer complaints and answer customers' questions regarding policies and procedures.
14	Participates in professional development activities to keep current with health care trends and practices.
15	Train and instruct employees in job duties and company policies or arrange for training to be provided.
16	Review records and reports pertaining to activities such as productivity and payroll to verify details, monitor work activities, and evaluate performance.

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17	Assists and serves as a resource for physician office billing and coding.
18	Serve as a "super-user" of the physician practice computer software system - supervise, assist, and answer questions as needed.
19	Completes other duties as assigned.

**Knowledge, Skills, Abilities:**

<b>Knowledge:</b>	
<ul style="list-style-type: none"> <li>- The medical field and physician office practices</li> <li>- Customer service principles</li> <li>- Computers and programs</li> <li>- Insurance billing and coding requirements and processing</li> </ul>	
<b>Skills:</b>	
<ul style="list-style-type: none"> <li>- Communication skills to effectively relate to/with patients/residents, co-workers, visitors, families, physicians, and the general public. Proper telephone etiquette.</li> <li>- Judgment and decision making</li> <li>- Monitoring and assessing self and staff to make improvements or corrective action.</li> </ul>	
<b>Abilities:</b>	
<ul style="list-style-type: none"> <li>- Work under stressful situations</li> <li>- Read, write, perform basic mathematical computations, follow written and oral directions, type proficiently, basic computer skills.</li> <li>- Assume additional duties when requested and to offer assistance to others when indicated.</li> <li>- Adapt to fluctuations in workload, and perform in emergency situations.</li> <li>- Lead, develop, and mentor employees</li> </ul>	

**OCCUPATIONAL EXPOSURE for this position:**

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
<b>x</b>	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

**OTHER EXPOSURE for this position:**

	<b>Radiation</b>	
	<b>Noise</b>	
<b>x</b>	<b>Other (Specify)</b>	Periods in front of computer

**PHYSICAL DEMANDS:**

(Essential functions strength rating for position - see Job Analysis)

<b>x</b>	<b>Sedentary</b>	Exert up to 10# occasionally or negligible force frequently
	<b>Light</b>	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	<b>Medium</b>	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	<b>Heavy</b>	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	<b>Very Heavy</b>	Exert > 100# occasionally, > 50# frequently or > 20# constantly

**I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.**

Employee's Signature	Supervisor's Signature	Date