

**JOB TITLE:** Clinic Manager II – Urgent Care  
**REPORTS TO:** COO  
**FLSA STATUS:** Exempt  
**JOB OVERVIEW:** Responsible for the successful management and operation of medical practices to include one or more specialty disciplines and/or clinic sites. Provides medical and/or surgical specialists with resources necessary to meet needs of patients and meet the financial objectives of the practice and group.

**ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:**

1. Builds strong positive communication with physicians and works as a team to enhance the success of the practice.
2. Develops strong inter-department teamwork to meet the needs of the patients and physicians and drive decision-making and other actions.
3. Identifies and implements opportunities to build employee morale and individual motivation.
4. Responsible for profit and loss performance of assigned business unit. Participates in budget creation and expense management.
5. Analyzes and staffs front office and back office staff to meet needs of health care professionals and patients efficiently and courteously.
6. Collaborates with Human Resources to ensure personnel policy development and communication to staff to achieve consistency in labor and employee relations.
7. Works across organization in assisting with area of expertise; i.e. nursing, employee health, medical records, quality assurance. Serves as role model for all staff.
8. Plans, evaluates, recommends and implements new initiatives when appropriate.
9. Selects and hires employees according to established guidelines. Monitors, coaches, develop and evaluate performance of staff on an ongoing basis in accordance with applicable performance standards.
10. Responsible for assuring customer/patient service needs are met. Monitors patient service feedback and contributes to the process of resolving complaints and service issues. Plans and initiates process improvement and cost reduction opportunities.
11. Establish and maintain effective working relationships with vendors, employees, other managers, and physicians. Supports a positive image of TDC inside and outside the organization.
12. Responsible for OSHA and other regulatory training and compliance. Coordinates cleanliness, orderliness and safety of working environment.
13. Proactively identifies opportunities to expand revenue sources and ancillary services and reduce expenses.

**ADDITIONAL RESPONSIBILITIES:**

1. Maintain confidentiality of sensitive information
2. Document work processes as required.
3. Perform other duties as assigned

**QUALIFICATIONS:**

Education:

1. High school diploma or equivalent.
2. Bachelor's degree (B.A.) from four year college or university preferred.
3. Graduate of an accredited school of nursing preferred.

Clinic Manager II – Urgent Care  
Page Two

Certification/Licensure:

1. Maintain current State of Washington RN licensure (if graduate from an accredited school of nursing)
2. Maintain CPR certification for *Health Care Providers*
3. ACLS certification

Experience: Minimum two years management experience and/or training; or equivalent combination of education and experience. Experience in urgent care or ER management preferred.

Skills:

1. Excellent organizational and interpersonal communication skills.
2. Demonstrated ability to manage multiple priorities.
3. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
4. Ability to write reports, business correspondence and procedure manuals.
5. Ability to effectively present information and respond to questions from groups of managers, clients, customers and physicians.

Other Requirements:

1. Must convey a professional demeanor.
2. Must be able to act calmly and effectively in a busy or stressful situation.
3. Ability to communicate effectively in the English language in person, by phone and in writing.
4. Requires adherence to all policies and procedures, including standards for safety, attendance, punctuality and personal appearance.
5. Must be able to establish and maintain effective working relationships with managers and peers.

Physical Requirements:

Hearing: Adequate to perform job duties in person and over the telephone.

Speaking: Must be able to communicate clearly in person and over the telephone.

Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.

Other: Requires frequent bending, reaching, standing, walking, squatting and sitting, pushing and pulling exerted regularly throughout a regular work shift. Requires manual dexterity to operate equipment and perform manual responsibilities.

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read the Clinic Manager II – Urgent Care job description and understand the functions and objectives of the position at this Center.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**THE DOCTORS CLINIC IS AN EQUAL OPPORTUNITY EMPLOYER**

Last update: 5/4/2012