

**FLORIDA HEART ASSOCIATES, PL
ADMINISTRATION
MANAGER – CLINIC SUPPORT**

POSITION TITLE: Manager – Clinic Support

REPORTS TO: Practice Administrator

JOB CLASSIFICATION: Exempt

GENERAL DUTIES: Coordinates and directs patient care support and related activities of the Facility according to accepted standards. This position will be responsible for Abstraction, Patient Information Management, and Scheduling Departments. Additional areas of responsibility may be assigned by FHA's Partners or Administrator. This is considered a "working manager" position which means this person is responsible not only for the administrative and operational activities (including the outcomes related to the services performed) but is also expected to routinely schedule themselves to perform the daily activities associated with these departments and fill in where and when necessary. This position will also be responsible for the assigned departments' productivity, quality, staff development, budget, vendor and patient relations and ensuring departments meet the requirements of appropriate regulatory bodies. Works closely with FHA's medical director(s), FHA's administrative staff and others in the performance of these duties.

TYPICAL PHYSICAL DEMANDS: Requires full range of body motion including handling and lifting patients if necessary, manual and finger dexterity, and hand-eye coordination. Requires standing, walking, and sitting for extensive periods of time. Occasionally lifts and carries items weighing up to 50 pounds. Requires corrected vision and hearing to normal range to record, prepare and communicate appropriate reports. Requires working under stressful conditions and irregular hours. Requires minimal exposure to communicable disease and bodily fluids.

TYPICAL WORKING CONDITIONS: Work is performed within a medical office setting, accessing electronic medical records, computers and other office equipment. Interaction with other departmental staff members, supervisors and managers is mandatory. Travel among office sites occurs infrequently.

ESSENTIAL DUTIES: Critical features of this job are described under the headings below. They may be subject to change at any time due to reasonable accommodation or other reasons.

1. Helps to establish/implement goals, objectives, policies, procedures, and systems for the assigned departments under the direction of Administration and physician partners
2. Participates in the development and implementation of long-range plans and budgets.
3. Being able to complete all the principal duties associated with the departments assigned. Other departments may be assigned on a temporary or permanent basis.
4. Selects/terminates, trains/orientates, and supervises department personnel. Accountable for work assignments and daily operations in all areas. Regularly assigns self to perform the duties these departments perform.
5. Evaluates performance and recommends merit increases, promotions, and disciplinary actions.
6. Resolves problems and ensures compliance with regulations, standards, codes and core values.
7. Assists fiscal management and other administrative staff to develop/implement cost effective policies and procedures for all operational areas including bookkeeping, billing, insurance, fee schedules, credit/collections, purchasing, data processing and space allocation.

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8. Monitors and controls assigned departments' expenditures within budget.
9. Overall responsibility for maintaining department productivity within time constraints.
10. Complete payroll duties and ensures proper staffing coverage for the all departments.
11. Ensures the effective development and implementation of job description, policies and payroll.
12. Serves as liaison between assigned departments and other departments and external agencies.
13. Maintains employee/company confidentiality.
14. Maintains patient confidentiality.
15. Maintain departmental policies and procedures for all assigned departments.
16. Works with physicians, practitioners, and nursing staff to ensure quality patient care and services are provided.
17. Participates with FHA Board and Ops Team as required.
18. Assists nursing and other personnel, as needed, in workload assignments to make the department/practice more efficient.
19. Participates in professional development activities and maintains professional affiliations.
20. Administration may add or reassign additional duties and responsibilities to this position as needed.

MENTAL REQUIREMENTS:

- Managerial skills.
- Knowledge of cardiac terminology, medications, and diagnosis.
- Exhibits clinical and operational thinking skills in all areas.
- Ability to manage time and energies in an efficient, effective manner. Ability to assume and delegate accountability.
- Ability to deal with people at all levels of intellectual and professional background.
- Verbal ability is necessary to perform administrative and clerical duties using proper grammar, spelling and punctuation.
- Able to operate a keyboard, computer, photocopier, telephone, calculator and other office equipment.
- Ability to set priorities in front of multiple requests.
- Ability to analyze problems and consistently follow through on solutions. Numerical ability is necessary to make accurate arithmetic calculations.
- Knowledge of common safety hazards and maintains a safe working environment.
- Utilizes computer knowledge and skills to enhance job performance. Clerical perceptions is necessary to proofread typewritten materials, to index and file correspondence and documents, and to organize daily work. Able to successfully work with and within an EMR.
- Works with people in tactful, diplomatic manner. Exercises judgment and discretion when dealing with patients and staff.
- Maintain professional licensure and required re-certifications.
- Ability to get things done with resources at hand. Willing to positively collaborate with those in other departments and organizations.
- Is a positive role model for everyone working at FHA.

EDUCATION: Graduate of an accredited nursing program

August 1, 2017

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EXPERIENCE: Two years of professional nursing experience preferred. Demonstrated leadership skills and experience, preferably in a cardiology practice.

CERTIFICATION/LICENSE: Florida State Nursing License