



Community Health Centers of Greater Dayton

Medical Practice Manager

The Practice Manager, in conjunction with the physicians, is responsible for the daily operation of the center. The Manager insures the delivery of efficient and effective care through effective human resources management and the implementation of administrative systems and policies. The Manager promotes the organization's mission and vision. The manager also capitalizes on new business opportunities through marketing efforts and strategic planning.

The Practice Manager will:

- Interview and hire new staff; coach, counsel, and motivate staff; conduct performance evaluations and monitor and address staff performance issues.
- Provide and promote an environment which insures quality work based on established standards.
- Ensure staff accurately utilizes Practice Management system functions such as scheduling, registration, check-in/check-out, and billing. Maximize revenue opportunities through optimal scheduling, patient retention systems, etc.
- Assist staff with day-to-day operations when necessary, utilizing established time management and delegation practices.
- Develop and provide reports to management as needed.
- Act as a liaison for medical, office, phone and computer equipment maintenance.
- Provide input into the annual budget and monitor expenses for the Center to meet the budget.
- Create efficiencies in staffing, operations and procurement procedures to reduce expenses while maintaining patient satisfaction.
- Participate in the development of a strategic marketing plan to promote revenue opportunities and implement the plan as needed.
- Manage the timely implementation of Quality initiatives, regulatory compliance programs and process improvement projects; conduct and monitor quality reviews.
- Create and monitor action plans resulting from Patient and Employee Satisfaction surveys.
- Maintain open lines of communication with staff, physicians and management and provide appropriate written documentation as needed. Communicate with and act as a liaison between other CHCGD centers, physicians and staff.
- Communicate with and act as a liaison for area hospitals and healthcare alliances.
- Maintain a customer- focused attitude within the office, serve as a role model by exhibiting excellent customer service skills.
- Act as a change agent by showing willingness to change, flexibility, availability and visibility; model a positive attitude towards change; share patient, office or workflow concerns and possible solutions for resolution.

Qualifications: Associate's degree or comparable experience required, bachelor's degree preferred. Clinical experience helpful.

1. Three years management experience required; health center, primary care facility or ambulatory care management preferred.
2. Demonstrated success in partnering with physicians required; previous experience with resident programs preferred.
3. Strong communication, financial, and analytical skills.
4. Demonstrated leadership skills.
5. Knowledge of word processing and spreadsheet applications; experience with automated scheduling system such as NextGen preferred.
6. Demonstrated flexibility and ability to thrive in a changing environment.

This position includes an excellent benefits package, which includes medical and dental coverage, paid time off, life insurance, disability and 401K plan. CHCGD is an employer who celebrates and embraces a diverse workforce.

To apply, please send your resume, cover letter and salary requirements to: sheryl@chcgd.org, or fax to (937) 586-9736. Please visit our website at www.communityhealthdayton.org.