



Job Title: Practice Manager

Reports To: Medical Director

FLSA Status: Exempt

Job Summary: This position is primarily responsible for managing all non-clinical responsibilities associated with Medical Clinic business operations. This position manages the medical support staff, oversees front office functions, coordinates reporting requirements, and facilitates quality improvement initiatives, including maintaining PCMH recognition. This position manages staff schedules, clinic schedules, work-flow processes, reporting (as directed), and monitors project deadlines. In addition to ensuring clinic efficiency, the practice manager champions the patient experience – ensuring a positive experience from the front to back-office. The Practice Manager position is critical to value based practice transformation.

Job Requirements: Bachelor's degree in Health Administration, Health Promotion or related field required. Minimum of 2+ years' medical office management experience required. Knowledge of EMR required, experience with eClinical Works preferred. Must demonstrate expertise in prioritizing and managing multiple tasks. Skills include excellent oral and written communications including telephone, organizational, and personal computer. Must demonstrate proficiency in Microsoft Office Suite. Must demonstrate a willingness to serve as a member of a team, exhibit excellent professional demeanor, and act as a mentor to other staff members. Experience working with low-income, homeless and near-homeless populations preferred.

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