



## **JOB DESCRIPTION**

**JOB TITLE:** Office Supervisor

**JOB STATUS:** Full-time, Non-Exempt

**DIVISION/LOCATION:** Podiatry/Poughkeepsie

**REPORTS TO:** Practice Administrator/Physician

**DATE:** June 2017

### **JOB SUMMARY**

The Office Supervisor directs and coordinates the day to day functions of the office. Maintains an efficiently run office by arranging tasks, people and other resources to accomplish the work. Monitors performance of all staff and takes appropriate action to produce desired results. Displays effective interpersonal skills and exercises judgment and discretion when dealing with staff, patients and providers.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Plans, coordinates, and provides day-to-day supervision necessary to run an effective and efficient office.
- Supervises and coordinates activities of the office staff, including work assignments, breaks, lunches, and scheduling.
- Provides training to staff as needed
- Monitors performance regularly and conducts annual performance evaluations on all staff.
- Supervises and ensures compliance with departmental policies and procedures relative to patient check-in and check-out.
- Serves as a mentor and role model for office staff.
- Ensures approved medical record policies and procedures are followed, including those dealing with patient confidentiality. (HIPAA)
- Oversees and at times performs check in, check out procedures and surgical scheduling.
- Handles patient questions, concerns and complaints in a professional manner.
- Monitors non-clinical office supply inventories and orders accordingly.
- Confers with external parties, Practice Administrator and IT to resolve technical problems related to facilities management, computers, and other office equipment.
- Maintains a safe and secure environment for patients and families.
- Maintains good working relationships and effective communication both within the department and with other departments.
- Demonstrates the ability to be flexible, organized and function under stressful situations.
- Represents the organization in a positive and professional manner.
- Actively participates in performance improvement and continuous quality improvement activities for the office.

- Complies with all organizational policies regarding ethical business practices.
- Ensures compliance with all regulatory agencies governing health care delivery.
- Resolves office issues and keeps lines of communication open with staff to ensure high employee morale and a professional atmosphere.
- Collaborates with Human Resources on employee relations issues, compensation, employment policies, etc.
- Other duties as assigned

**EDUCATION & QUALIFICATIONS:**

- Associate's degree desired, 3-5 years' experience; or equivalent combination of education and experience in the medical field.
- Demonstrated leadership skills
- Good judgment and strong operational focus.
- Ability to effectively present information and respond to questions from physicians, staff and patients.
- Strong communication skills and the ability to relate to and influence people at all levels of the organization.
- Ability to function effectively in a team setting