



Job Title	Manager, Health Office	Job Code	HS0126
Pay Plan	USPS	Pay Grade	16
Union	Non-Union	FLSA Status	Exempt
Job Family	Health Services	Union Code	0
		Subfamily	Clinical Care

Job Family & Subfamily Summary

Health Services Professionals provide services related to the diagnosis and treatment of patients and medical support functions.

Clinical Care Professionals provide delivery of patient health care by determining the correct diagnosis and/or providing the necessary treatment.

Job Summary

Manages direct reports in non-clinical, administration functions including; medical records, clinic reception, medical secretarial, and patient accounts.

Representative Duties

1. Management

- Assists Human Resources with recruitment, hiring, evaluation, and development
- Oversees training of new employees and continuous training for existing staff
- Attends and conducts meetings and participates in committees
- Handles complex and escalated patients and complaints
- Responsible for day-to-day discipline of assigned staff

2. Scheduling

- Approves time and leave requests for assigned employees
- Tracks attendance, performance reviews and corrects payroll/time sheets (Kronos)
- Maintains coverage due to absenteeism and assigns staff to areas, as appropriate

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	High School Diploma or Equivalent	Bachelor's
Certification(s)		CPR/AED Certification
Licensure(s)		Registered Nurse Professional
Work Experience		
6+ years of relevant experience OR 2 years of relevant experience with a Bachelor's degree		
Additional Requirements		

Physical/Environmental Demands

Outside of a standard office environment with specific physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.