

# Help Wanted: Center Administrator – Doctors Express (New Bedford )

Center Administrator supervises all operations and staff of a growing urgent care medical practice. Knowledge of medical practice and previous management of staff preferred. Good communication and people skills helpful.



## Administrative Expectations

- Maintains an orderly and efficient office routine
- Ensures office is clean and inviting
- Administers established guidelines for prioritizing work activities, evaluating effectiveness, and
- modifying activities as necessary
- Maintains accurate records and files pertaining to staff schedules; maintains personnel records
- Coordinates benefits enrollment for employees
- Prepares and submits bank deposits
- Communicates effectively with billing company
- Reviews statements, invoices, receipts, and charges
- Orders, stocks, and maintains adequate inventories of all medical and office supplies
- Manages time reporting and other changes affecting payroll; processes bi-weekly payroll
- Answers patient calls, letters and other correspondence as appropriate

## Management Requirements

- Ensures staff effectiveness in relevant operations
- Maintains a focus on an exceptional customer service

- experience and leads staff in the execution of this goal
- Works with operations director to establish and execute special goals and objectives when necessary
  - Develops staff through coaching, mentoring, rewarding, training, and guiding; ultimately empowers and supports medical staff
  - Ensures patient door to door times stay within goal parameters
- Interviews, hires, and orients Medical Assistants, X-Ray Technologists and
- Physicians utilizing all available support tools and checklists
  - Coordinates completion of performance evaluations for medical staff
  - Conducts disciplinary action when necessary
  - Assists all staff in the interpretation of policies and procedures
  - Assesses current and future staffing needs

### **Business Related Activities**

- Maintains a broad understanding of company values and expectations
  - Monitors financial activity of the center and reports to Controller on such items
  - Recognizes and utilizes efficient and cost-effective approaches within the center
  - Supports technology changes
  - Guarantees quality of work performed by medical staff in their area of responsibility
  - Focuses on continuous improvement of workflow processes and procedures
- Other duties as assigned.

### **Knowledge/Skills**

- General awareness of current medical terminology in order to communicate with physicians, staff,

and patients preferred

- Capability to present information and respond to questions from colleagues, staff, and public
- Capacity to interact with all types of people; sick, injured, upset, etc. who may utilize medical services we offer
- Mannerisms that allow a calm and collected reaction in emergency situations
- Ability to define problems and collect appropriate information to seek resolutions
- Confidence to make decisions, delegate duties, and execute on objectives
- Desire to follow direction
- Proficient computer skills; knowledge of basic applications such as Microsoft word, excel and outlook

### **Education/Experience**

- Associates/Bachelor's degree in related field preferred
- Medical staff management or clinical experience preferred

### **Benefits**

- Paid health/dental
- Paid Time Off
- Competitive salary

Please email [doctorexpersscareers@gmail.com](mailto:doctorexpersscareers@gmail.com) with your resume.