

Office Manager

Campbellsville, KY

Lebanon, KY

Job Type: Full-time

Pay: \$25 per hour

Work Type: In Person

Benefits

- Health Insurance
- Dental Insurance
- Vision Insurance
- PTO
- 401(k) matching
- Employee discount
- Employee assistance program

Full Job Description**About Us**

We are a busy, fast-growing rural health clinic dedicated to providing exceptional care to our community. We are seeking a detail-oriented, motivated Office Manager to join our team and support our mission of delivering high-quality healthcare services.

Position Summary

The Office Manager is responsible for managing the day-to-day operations of both front and back office functions at One Cross. This role ensures smooth patient services, including check-in/check-out, appointment scheduling, medical record management, and clinical support. The Supervisor leads and mentors staff, enforces clinic policies, and maintains a high standard of patient care and satisfaction.

Key Responsibilities*Supervision & Leadership*

- Oversee daily activities of front and back office staff, including medical assistants, receptionists, and administrative personnel.
- Provide training, coaching, and development opportunities to ensure team members are equipped with the skills necessary for their roles.

- Conduct performance evaluations and manage staff schedules to maintain adequate coverage.

Patient Experience

- Ensure a welcoming and efficient patient experience from arrival to departure.
- Manage patient complaints and resolve conflicts to maintain high service standards.
- Ensure compliance with HIPAA and other regulatory requirements regarding patient confidentiality.

Operational Management

- Coordinate front office operations, including patient check-in/check-out, insurance verification, appointment scheduling, and phone management.
- Oversee back office operations, including clinical support, medical supply inventory, and patient follow-ups.
- Collaborate with clinical staff and management to streamline processes and improve workflow.
- Maintain accurate patient records, ensuring proper documentation and data entry.

Quality Control & Compliance

- Ensure front and back office procedures align with clinic policies, protocols, and standards.
- Conduct regular audits to ensure compliance with medical and administrative regulations.
- Monitor office supplies and order as needed to prevent shortages.

Communication

- Serve as a liaison between administrative staff, clinical staff, and management to address operational needs.
- Lead regular staff meetings to review policies, address concerns, and ensure smooth communication.
- Provide updates on policy changes, new procedures, and clinic-wide initiatives.

Qualifications

Education

- High School Diploma or GED required; Associate's or Bachelor's degree in Healthcare Administration, Business Management, or a related field preferred.

Experience

- Minimum of 3-5 years in a healthcare office setting, with at least 2 years in a supervisory or leadership role.
- Strong knowledge of front office (reception, scheduling, billing) and back office (clinical support) operations.

Skills



- Strong leadership and communication skills, with the ability to manage and motivate staff effectively.
- Excellent organizational skills with the ability to handle multiple priorities.
- Proficiency in electronic medical records (EMR) systems and office management software.
- Knowledge of medical terminology and healthcare regulations, including HIPAA.