

October 2022  
**JOB DESCRIPTION**

**POSITION:** Office Manager

**DEPARTMENT:** Front Office

**REPORTS TO:** Administrator

**JOB SUMMARY:** Responsible for overview and supervision of patient in-flow and out-flow, patient education, and collection of fees. Also responsible for supervision of the front office including training.

**EDUCATION AND EXPERIENCE:**

1. High school diploma or equivalent.
2. Five years' experience in management of front office operations in a medical practice.

**ESSENTIAL SKILLS AND ABILITIES:**

1. Able to work well in a managerial capacity.
2. Possesses a wide-ranging fund of knowledge applicable to financial and clinical functions.
3. Proficient in Microsoft Office Word and Excel reporting
4. Demonstrable skills in motivating and training professional staff.

**RESPONSIBILITIES:**

1. Makes weekly schedules for front office.
2. Trains and manages front office staff (check-in, checkout, and appointment secretary).
3. Makes monthly schedules for physicians; notifies staff of vacations, meetings, etc.
4. Maintains smooth operation of check-in, checkout, appointment book, and dictation function.
5. Maintains and Updates training materials as required.
6. Coordinates schedules and activities with clinical staff.
7. Prepares front office payroll information.
8. Monitors inventory for front office.
9. Provides back up for front office staff as needed.
10. Daily and Month end financial reporting for cash management
11. Management of our On-line store, which includes month end reporting.
12. Website and Social Media liaison with vendors
13. Assists Practice Administrator as needed for special projects.

Direct all inquiries to Cynthia Holsworth, Practice Administrator  
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