



OREGON COLLEGE *of* ORIENTAL MEDICINE

ocom.edu | 75 NW Couch Street, Portland, OR 97209 | 503-253-3443

Clinic Manager – OCOM Clinic (Old Town Location)

Are you looking for an opportunity to work for an organization that is helping to change our world for the better? If so, Oregon College of Oriental Medicine (OCOM) might be the perfect place for you.

Our campus and offices are in the heart of Old Town Chinatown, in the LEED Gold certified remodel of the former Globe Hotel building. Tom McCall Waterfront Park and the Willamette River are just a block away. You'll also enjoy easy access to the MAX Light Rail, other mass transit, and cycling routes.

OCOM is a nonprofit graduate medical school in Portland, Oregon. Our mission is to transform health care by educating highly skilled and compassionate practitioners, providing exemplary patient care, and engaging in innovative research within a community of service and healing. OCOM's primary activities are providing studies for specialized graduate degrees; operating two teaching clinics, providing affordable care for patients and hands-on experience for student interns; and conducting acupuncture and Chinese medicine research. *For more information about the college, please visit ocom.edu.*

We are seeking a dynamic **Clinic Manager** to join our team.

Position Summary

The **Clinic Manager** is responsible for assisting with day-to-day management of the college's on-campus OCOM Clinic by supervising the Patient Services Team members in directly serving the needs of patients, as well as sustaining the operations of our clinic front desks, including reception, scheduling, financial processing, account maintenance, data entry, and supply management. The ideal candidate will be interested in managing a service-oriented team, interfacing with private practitioners, assisting in student intern scheduling, maintaining a well-organized workspace, ensuring accurate accounting, and facilitating a positive patient experience.

This is a full-time, 40 hours a week role, with benefits and a salary range of \$41,000-45,000, DOE.

Essential Functions

- Preserve, promote, and protect the college's brand.
- Coordinate Patient Services Team scheduling for all clinics
- Welcome patients and visitors in person or on the telephone; answering or referring inquiries
- Optimize patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone
- Comfort patients by anticipating anxieties; answer patients' questions
- Help patients in distress by responding to emergencies
- Manage, address, and resolve emerging patient issues
- Lead team in providing friendly, culturally-competent service
- Maintain patient accounts by obtaining, recording, and updating personal and financial information
- Maintain accurate line-level data entry and accounting controls for yourself and your team, including proper cash handling
- Facilitate healthy and open communication among departments and personnel, including clinic records, clinical faculty, student interns, and staff members
- Coordinate scheduling and timesheets for Patient Services Team and work-study staff

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- Prepare timely reports as requested
- Protect patients' rights by maintaining confidentiality of personal and financial information
- Maintain operations by following policies and procedures; reporting needed changes
- Contribute to team effort by accomplishing related results as needed
- Maintain expert level user training in practice management software
- Train Patient Services Team in procedures and operations as necessary
- Set up and train new employees in practice management software
- Accurately complete professional practice reports, managers' reports, and cover letters and report information to the Patient Accounts Manager each month
- Demonstrates a commitment to OCOM's core values of excellence, leadership, healing, innovation, community, and service
- Maintain business office and treatment supply inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs
- Working in conjunction with the Facilities department, maintain clinic facilities, reception area, and workspaces, utilizing feng shui principles

Knowledge, Skills, and Abilities

- Attention to detail
- Experience with computer databases, accounting software and medical office software is highly desirable
- A genuinely positive attitude
- A strong track record as a great team player
- Knowledge of medical office procedures, office equipment, and multi-line telephone systems
- Knowledge of HIPAA requirements and best practices in HIPAA compliance
- Computer proficiency in Google applications strongly preferred, including Gmail, Google Docs, and Google Spreadsheets
- Demonstrated ability to work efficiently and effectively in teams
- Ability to multi-task and retain a professional, courteous demeanor at all times
- Good sense of humor is highly desirable

Education and Experience

- Experience managing a team, preferably in a medical office
- Minimum of three years' experience handling cash and working with accounting software such as Quickbooks
- Familiarity with medical practice management software is highly desirable
- Work experience in a nonprofit, educational, and/or health care setting is strongly preferred

To Apply

Please send cover letter and CV (.pdf format only) to **HR@ocom.edu**. In your cover letter, please answer the question, *"How would this position at OCOM fit with your long-term professional goals?"*

Notice of Nondiscrimination

OCOM recognizes the individual dignity of each employee, student, patient, volunteer, and job applicant. OCOM does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital or familial status, sexual orientation, gender identity, veteran status, or any other basis prohibited by local, state, or federal law.

Title IX of the Education Amendments of 1972 prohibits discrimination based on sex in educational programs, including areas such as admissions, financial aid, scholarships, course offerings and access, employment, and other services. Title IX protects students and employees, both male and female, from unlawful sexual harassment, including sexual violence, in college programs and activities. OCOM has designated a Title IX Coordinator to whom questions or concerns about this notice should be addressed: Amber Appleton, 75 NW Couch Street, Portland OR 97209, or titleix@ocom.edu.

This policy complies with the spirit and the letter of applicable federal and local laws, including Title IX of the Education Amendments of 1972 and its implementing regulations, Sections 503 and 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990.