



Job Title:	Office Administrator I
Department/Group:	Admin
Position Type:	Salaried exempt
JOB DESCRIPTION	

Dermatology Solutions Group, LLC (“DSG”) provides professional management services to **Southeastern Dermatology Group, P.A.** (“SEDG”), a medical practice headquartered in **Panama City, Florida** with locations throughout the Southeast. SEDG has a professional team of physicians who are trained in the medical and surgical sub-specialty of dermatology.

PURPOSE:

On a daily basis, the **Office Administrator I** is responsible for ensuring the smooth operation of the office and administrative functions, as well as providing administrative support to the Director of Derm Operations and the Director of Spa Operations. This position will report to the Director of Derm Operations and the Director of Spa Operations and will manage/supervise the following: receptionist(s), medical assistant(s), Mohs technician(s), and aesthetician(s). An Office Administrator I will have operational responsibility for one or multiple clinic locations and up to 15 employees.

SERVICE ORIENTATION:

This position is practice focused with the objective of supporting the patient care team in the effective and efficient delivery of patient care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversees and manages the day-to-day operations of the office.
- Serves as first point of contact and supervises all staff at assigned location(s).
- Holds staff accountable to company policies and procedures.
- Ensures all staff are held accountable to performing job duties as outlined in job descriptions.
- Ensures processes and resources are in place in order to deliver the highest level of patient care.
- Independently remedies non-emergent patient concerns.
- Models appropriate professional behavior, with all patients, vendors, staff, providers, etc.- by phone, in person, and email, and ensures similar conduct throughout the staff.
- Maintains facilities and equipment to the highest of standards; elevates issues, when appropriate.
- Implements, directs and adheres to the policies, protocols and procedures of the practice.
- Executes and participates in meetings; communicates any changes and/or additions to the practice and all departments. Addresses issues and congratulates successes.

- Assists DSG management with day-to-day projects, while informing them of any challenges or concerns in the practice that need further assistance.
- Facilitates and ensures staff attendance and participation in trainings/meetings provided by Administration or vendors.
- Ensures effective communication between staff, Dermatology, Spa and Medical Providers.
- Oversees and directs inventory levels for office, medical, spa, retail and cosmetic supplies.
- Oversees all departments and regulates hours that are being worked by personnel: Time Clock, Absentee, Downtime and Schedule Management.
- Ensures acceptance of monies are deposited in the correct bank account.
- Ensures accuracies of the personnel's daily work, duties, tasks and responsibilities.
- Facilitates, attends and participates in events at the direction of Director of Derm Operations, Director of Spa Operations, and Marketing Director.
- Provides support for Human Resources: interview, hire, implement necessary disciplinary actions, and termination.
- Facilitates onboarding and training of new employees in a way that ensures their success.
- Develops and maintains an independent and proactive approach to local problem solving and leadership.
- Discovers, develops, and maintains consistent communication with referral sources.
- Conducts regular on-site visits to current and potential physician referral offices.
- Connects the providers to speaking/networking/skin cancer screening opportunities in the community to grow awareness of the Practice.
- Proactively pursues opportunities to grow Practice(s) and meet budgeted expectations.
- Maintains strict confidentiality.
- Performs other related duties as assigned.

SKILLS AND QUALIFICATIONS:

- Leadership skills to develop a successful team within the practice.
- Ability to handle difficult situations and make the best decisions for the practice.
- The ability to multi-task and juggle many different responsibilities on a daily basis.
- Excellent communication skills to convey goals and expectations of the practice.
- Recognize and anticipate problems, before they arise and work in a proactive mindset.
- Takes direction well, with a "can do" attitude. Is problem solver, not a problem creator.
- Proficiency in the operation of a computer keyboard (30 WPM minimum) and ability to work effectively with Microsoft Office Products.

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- Associate or Bachelor's Degree preferred.
- Current licensure or certification, if applicable.
- Medical experience in a physician's office or equivalent combination of training and experience required.
- Supervisory experience required.

PHYSICAL ABILITIES:

- Must have good eyesight and ability to focus on a computer screen for 8 hours per day.
- Must be able to tolerate sitting and working at a desk for 8 hours per day.
- Light physical effort (lift/carry up to 10 lbs.). Frequent standing/walking. Occasionally lifts supplies/equipment. Manual dexterity and mobility. Occasional reaching, stooping, bending, kneeling, crouching.

ADDITIONAL NOTES AND REQUIREMENTS:

- Occasional night or weekend work may be required
- Travel to other jobs or office locations required, where applicable
- Must have a valid driver's license and good driving record

WORK ENVIRONMENT:

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure and with a diverse population, including staff, physicians, clients, patients, insurance companies and other members of the public on a regular basis. The position may cause frequent exposure to communicable diseases, bodily fluids, toxic substances, radiation, medicinal preparations and other conditions common to a clinical environment.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.