



JOB DESCRIPTION

POSITION: BUSINESS MANAGER

REPORTS TO: DIRECTOR OF CLINICAL OPERATIONS

Classification: Exempt
Date: December 3, 2014

GENERAL DESCRIPTION:

Responsible for daily operations of the center, including staffing, patient/doctor scheduling, affiliate relations, maintenance of equipment & facility, compliance (regulatory/company policy & procedures)

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Oversight of staff:
 - Develop staff schedule to meet patient and doctor demand
 - Process all time clock reports, time off requests and monitor overtime.
 - Delegating appropriate duties to staff, as needed.
 - Interviewing and hiring of new staff in accordance with center budget and approval from Director of Clinical Operations
 - Develop a plan to ensure compliance with all company policies and procedures
 - Facilitate/recommend disciplinary action and terminations of employees in counsel with DCO
 - Facilitate performance evaluations (30/90 and annual) with goal settings of staff in accordance with TLC policy and procedures
 - Plan and facilitate staff motivation & education in accordance with budget and TLC policy and procedures
- Oversight of center operations:
 - Communicate and report to Director of Clinical Operations for updates as well as center progress information, reports, etc.
 - Knowledge of each department and staff role and their functions.
 - Development & Adherence to financial budgeting & monthly management
 - Management of OD/MD & patient complaints with implementation of action plans accordingly
 - Implement new technologies
 - Plan and implement creative ideas for increasing revenue and decreasing expenses
 - Set and achieve annual goals for increasing center performance
- Serve as Center representative:
 - Coordinating staff schedules to maintain and manage patient flow for physician's schedules.
 - Manage templates and doctors schedules
 - Builds/maintains a positive relationship with other marketing resources in the community such as educational facilities for intern/externs, local healthcare fairs and other community resources
 - Liaison between corporate and center
- Asset Management:
 - Maintain safe environment through proper maintenance and repair of facility.
 - Proper maintenance and repair of all equipment
 - Maintain all maintenance logs as required for compliance.

- Develop and implement proper HVAC maintenance schedule.
- Solicit vendors for cleaning, garbage, snow removal and landscaping according to TLC guidelines.
- Report any equipment or asset that cannot be repaired for replacement according to capital budget.
- Regulatory Compliance:
 - Ensure all employees comply with TLC HIPAA / HITECH and compliance manuals.
 - Review charges and documentation on a quarterly basis to assure compliance with Medicare regulations
 - Schedule all employees for OSHA & safety training per TLC guideline.
 - Implement and support any other regulatory TLC guidelines as developed.
 - Consistently evaluate all operations are compliant with TLC policies and procedures.
 - Must comply with all policies and procedures of the organization, including but not limited to standard operating procedures and employee handbook.
 - Performs various other duties as requested

MINIMUM KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

Education:

- College degree in related field preferred or minimum of 3 years management experience.
- Attend local and national conferences to remain current regarding issues relevant to duties.

Experience Required:

- Working knowledge of P&L statements and budgets
- Detail oriented
- Ability to work independently with minimal direction
- Assertive and able to handle multiple tasks and multiple priorities effectively in a high paced environment
- Strong organizational and superior follow-up skills to meet deadlines
- Ability to handle confidential information appropriately
- Proficient computer skills including Microsoft Word and Excel
- Communication skills necessary to effectively interact with staff, doctors, customers, and the general public
- Must meet deadlines consistently

WORKING CONDITIONS:

- Medical office environment with patient interaction.
- Local travel as required.
- Adequate vision, speech, hearing and overall physical condition to meet core duties of the position.

ACKNOWLEDGEMENT: I have read the Job Description for the **Business Manager** and understand the functions and objectives of the position at TLC Eyecare & Laser Centers.

Signature

Date

Witness Signature

Date

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.