[Your Clinic Name or Logo Here]

Office Manager

Month ##, 20##

Name	

Job Description

- The Office Manager will report to the practice leadership team which consists of the following practice owners: XXXXXXX
- The Office Manager is responsible for ensuring effective daily operations and maintenance of the practice, including planning and executing the day-to-day operations and activities of the optometric clinic, optical dispensary and optical lab.
- Organize office operations and procedures to support and contribute to the practice's annual business plan and long-term strategy.
- Develop and maintain a workforce plan to recruit, train, manage, develop and motivate office staff and ensure relevant HR procedures are followed.
- Monitor employee performance including performance measurements, evaluations and setting agreed upon non-negotiable standards including a customer service program for patient retention.
- Oversee and delegate responsibility for all practice departments including optometry clinic, pre-testing, optical dispensary, optical lab, accounting, reception, IT and purchasing.
- Complete operational requirements by scheduling and assigning employees, coaching, counselling, disciplining and managing internal conflict as needed.
- Liaise with and utilize support from suppliers, merchandisers, buying group and other partners as required.
- Manage and maintain as necessary all merchandise, equipment, fixtures and furniture and report to leadership team on future requirements or repairs.
- Seek and continuously keep informed on industry trends, new developments and knowledge about competitor activity, pricing, tactics and communicate to relevant departments of the practice.
- Develop personal skills and technical knowledge by attending educational workshops, on-going training as provided by the practice or elsewhere subject leadership team approval.
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adhere to relevant health and safety procedures.

Responsibilities can change without notice, may be updated frequently and are not limited to the list above.

Qualifications

- (Insert number of years) years of experience working as an Office Manager within the optical industry or (insert number of years) working as an Optician or Optometric Assistant.
- Experience of executing excellent customer service with a view to achieving sales targets
- Strong knowledge of payroll systems, internal controls, and management.
- Strong knowledge of accounting procedures to effectively manage 3rd party and patient AR, AP and provincial billing systems
- Experienced in inventory control of products, supplies and services

- Proficient with PMS and EMR systems, including Excel, Word, and PowerPoint.
- Excellent organisational, analytical and problem-solving skills.
- HR skills including recruitment, training, progressive disciplinary and coaching
- Strong written and verbal skills to communicate with all levels of the practice.
- First Aid skills and/or certificates are considered assets.

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Employee Signature

Month ##, 20##