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Section: Human Resources Number: 7409 Revision Number: 0 Effective Date: June 13, 2013	Periodic _____ Date: _____	Review _____ by: _____
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TITLE: Human Resources – Position Descriptions: Site Manager		

POSITION TITLE: SITE MANAGER

POSITION SUMMARY:

Under the direction of the CEO, the Site Manager is responsible for upholding the mission of LCPCC by overseeing daily operations at one of the clinical locations. The site manager is in direct supervision of a variety of support staff, manages supplies, and assists with scheduling of the facilities employees and coverage issues. The site manager will assist with troubleshooting and serve as an advocate for both patient and staff needs.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Supervises most site support staff, including processes of hiring, firing, training, evaluating, motivating, and disciplining in accordance with desired corporate values and culture.
2. Manages daily operations, including: staff and patient scheduling, managing patient flow to minimize delays and cycle times
3. Works reports and monitors other data and situations as needed to ensure operational quality and compliance with establish processes
4. Troubleshoots and helps staff with any problems or unusual situations requiring managerial assistance
5. Assists with any function as necessary to ensure successful completion of such activities
6. Serves as a liaison between site leadership team and staff, and the CEO, LCPCC administration, and the organization.
7. Ensures an appropriate environment of care for the proper functioning of the clinic, including the management of equipment, supplies and other materials, the cleanliness, organization, and functioning of all public and private spaces, and the utilization of any other physical resources.

8. Works in conjunction with other sites and centralized LCPCC leadership to ensure proper new and revised process implementation and monitoring.
9. Acts as an advocate for patient needs, helping as needed with customer service, questions, and complaints.
10. Performs other duties as assigned by the CEO.

KNOWLEDGE, SKILLS, EXPERIENCE REQUIRED:

- ☐ Previous supervisory experience.
- ☐ Organizational, verbal and written communication skills. Medical terminology background preferred.
- ☐ Must be able to work under pressure and in stressed situations, and to adapt to changes in job duties and the work environment.
- ☐ Must be able to lead, motivate, and collaborate with a very diverse staff.
- ☐ Excellent problem-solving skills are a must.

WORKING CONDITIONS:

Works inside in a well-lit, generally pleasant environment. Supervision provided by CEO.

DISCLAIMER:

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all duties and skills required to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and LCPCC continues to maintain its status as an at-will employer. If the essential functions of this position cannot be performed in a satisfactory manner by the employee, reasonable accommodations may be made.