



JOB DESCRIPTION

POSITION : Clinic Administrator

LOCATION : Pantai Hospital, Kuala Lumpur (Orthopedic Clinic)

Clinic Administrator coordinates, and manages all operations and related activities of the medical practice, which includes organizing clinic operations and procedures, such as personnel, information management, filing systems, and requisition of supplies, by performing the following duties personally or through subordinate staff.

THE PERSON FOR THE JOB

1. Patient Care Duties:

- Assists medical and clerical staff as needed and cross-trains on clerical responsibilities for continuity of quality patient services.
- Maintains excellent patient relationships and resolves complaints and non-clinical patient problems.

2. Supervisory Duties:

- Assists to supervise all non-clinical staff.
- Ensures complete clinic coverage for all non-clinical duties and assigns duties and coordinates schedules, approves leave.
- Assists Doctor in recruiting, interviewing, and hiring qualified individuals.
- Resolves all personnel problems and enacts disciplinary actions, in collaboration with Doctor.
- Establishes meeting schedule and conducts regular meetings with non-clinical staff.
- Maintains appropriate and thorough documentation on all personnel actions.

3. Billing Office Duties:

- Perform, assists, and oversees subordinates in performing insurance and patient billing duties.
- Establishes goals for accounts receivable management and maintains productivity.
- Prepares bookkeeping reports and submits to Accountant on a bi-monthly basis.

4. Operational Duties:

- Manages day-to-day operations of clinic.
- Determines work procedures, prepares work schedules, and expedites workflow.
- Maintains master appointment schedule and calendars for physicians.

- Ensures office space, building needs, and supplies are provided and maintained appropriately for medical staff and quality patient care.

5. Quality Assurance Duties:

- Assists Doctor with development of Clinic Policies and Procedures.

6. Financial Duties:

- Maintains Clinic expenditures, requesting payables according to Clinic Policies and Procedures and maintains all payable records.

REQUIREMENTS

- Bachelor's degree (BA) required.
- Minimum 2 years of work experience in a medical office required.
- Minimum 1 year of supervisory experience required.