

Clinic Manager

Job Code: 5695

Salary Grade: C07

FLSA Status: Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Oversees the daily operation of an outpatient or inpatient clinic.

- Supervises clinic staff. Issues first and second level warnings, conduct performance appraisals, and handles personnel issues as they arise. Coordinates time reports and leave requests. Completes all new hire information, schedules training, and completes necessary forms. Ensures staff is well equipped to perform their duties.
- Provides assistance to the Clinic Administrator when preparing the budget. Ensures spending remains within acceptable budget levels by monitoring spending.
- Manages complaints from all sources including patients, staff, physicians, etc. Intercedes with physician and initial complaint. Works in conjunction with Clinic Administrator to address complaints. Reviews, investigates, and resolves all outstanding complaints in the complaint tracking system.
- Codes invoices, maintains appropriate copies, provides information related to invoices, etc. Maintains basis knowledge of Current Procedural Terminology (CPT) and International Classification of Diseases Tenth Revision (ICD-10) coding.
- Assists Departmental Billing Manager by solving problems with billing. Examines billing procedures and seeks to improve registration and billing errors. Ensures patient billing information and patient records are accurately processed in a timely manner.
- Maintains supplies for the clinic by ordering and tracking supplies.
- Serves as the liaison between HCA and the laboratory, radiology, insurance companies, etc. to ensure appropriate information is present.
- Runs queries and prepares clinical reports on write-offs, charges, and collections monthly.
- Provides assistance to the clinic by scheduling, completing referrals and authorizations, and checking patients in and out.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: Bachelor's Degree in Accounting, Business Administration, Health Care Administration, or related field.

Equivalency/Substitution: Will accept 48 months of experience in lieu of the Bachelor's degree for a total of 72 months of experience.

Experience:

Required: 24 months experience managing an inpatient or outpatient clinic

Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Knowledge of management and organizational processes and healthcare policy.
- Knowledge of Medicaid and Medicare guidelines and other applicable federal and state laws.
- Ability to plan, organize, direct, and schedule clinic employees.
- Ability to train and mentor other clinic personnel.
- Excellent verbal and written communication skills.
- Ability to supervise, train, and evaluate staff.
- Ability to identify and discuss with management opportunities to improve overall patient care and improve the clinic processes.



JOB DESCRIPTION

The UNIVERSITY of OKLAHOMA

Working Conditions

Physical:

Sitting for long periods of time. Speaking and listening. Manual dexterity.

Environmental:

Standard office environment.

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