



## **REACH Medical / Project Job Posting**

**Position Title:** Office Manager

**Reports to:** Director of Operations

**Position Goal:**

The REACH Office Manager has overall responsibility for ensuring efficient and customer - friendly office operations for the benefit of REACH patients and staff alike. Duties involve greeting visitors and monitoring, answering incoming phone calls, purchasing office supplies, tracking inventory, and supervising office staff.

**Office Manager Duties:**

- Overseeing general office operation
- Provide on an as-needed basis, copy editing and / or proof-reading support, to handling a specific type of paperwork and/or filing for a specific department.
- Ensure that patients and visitors are greeted in a professional and welcoming manner; oversee incoming calls in the same manner with respect to welcoming and efficient processing of visitors and callers alike.
- Coordinating appointments and meetings and managing staff calendars and schedules.
- Providing performance evaluations for report-to staff.
- Development and maintenance of quality metrics for front desk staff to include regular chart checks to be reported at least quarterly to the Quality Management & Improvement Committee.
- Managing clinical and clinical support Paid Time Off requests for coordination and planning purposes in collaboration with the Operations Coordinator.
- Supervising, mentoring, training, and coaching office staff and delegating assignments to ensure maximum productivity.
- Troubleshooting and problem solving related to service interruptions due to natural and/ or public health interruptions, staffing shortages, as it pertains to supporting effective office operations.
- Purchasing office, medical, and technology supplies/ equipment; developing and maintaining a functional and efficient office related inventory system in collaboration with the Department of Finance and Operations.
- Ensuring proper and safe functioning of office equipment including IT and working with related vendors.
- Producing reports, composing correspondence, and providing input into draft contracts as needed.
- Other duties as indicated by supervisor or their designee.

**Qualifications:**

- A high school diploma or equivalent.
- 2 - 3 years of experience in office management.
- Excellent computer skills, including a high degree of proficiency in Electronic Medical Records, Google documents, and Microsoft Office.
- Commitment to harm reduction, health equity, diversity, and inclusion.
- Candidates can demonstrate effective written, verbal, and interpersonal communication skills.
- Actively and proactively support the REACH mission in the provision of harm reduction-based, trauma-informed, low threshold care without stigma.

**Benefits:**

- This position is full-time, benefits eligible.

REACH Medical/ Project provides low-threshold, harm reduction-oriented primary care in a multi-disciplinary, integrated practice to further the REACH Mission of ensuring health equity to all who typically face stigma in the current healthcare system. Successful applicants will be able to demonstrate based on experience and/or an aspirational commitment, their commitment to harm reduction, health equity and providing care to underserved populations.

REACH is dedicated to health equity, we are committed to hiring and developing well-qualified staff who reflect the racial, ethnic, social, and cultural diversity of the people we wish to serve. People of color, people with LGBTQ identities, and individuals with lived experience and/ or with disabilities are particularly encouraged to apply.

**All interested candidates should send a cover letter and resume to Ginny at [HR@reachmed.org](mailto:HR@reachmed.org).**