



## JOB DESCRIPTION

### Site Manager

**REPORTS TO:** WFM Associate Director of Operations

**EDUCATION & EXPERIENCE:** Associates Degree or better in Business or related field. Plan for personal and professional growth. Management experience preferred.

**SKILLS:**

- Demonstrated leadership, communication, and problem-solving skills,
- Demonstrated effectiveness in team development strategies,
- Demonstrated ability to evaluate and balance team and individual workloads through effective time management, prioritization, and organizational skills
- High level of integrity and commitment to enhancing the mission, vision, and culture of WFM
- Teachable attitude regarding mission, values, and vision of WFM patient-clients and community
- Creative, collaborative, and innovative mindset
- Ability to serve as part of team of Site Managers with shared job responsibilities
- Highly efficient organizational, project management, and planning skills, as reflected in the abilities to prioritize multiple simultaneous tasks, meet deadlines, and produce timely, accurate, and quality results
- Ability to travel between clinic locations
- Excellent written & verbal communications

**PRIMARY DUTIES:**

- Stays current with healthcare trends and practices
- Manages daily activities in a clinic to ensure efficient operations. Coordinates staffing, coverage and procedures to ensure needs of the facility, employees and patients are met in timely and effective manner.
- Implements policies, procedures and objectives for clinic(s) that are aligned with organization's objectives.
- Submits invoices, monitors cash collections and payments at site if needed, coordinates with departments as needed
- Provides information to physicians, community groups and referral agencies about programs provided by our organization.
- Communicates with various departments to coordinate services, resolve operational problems and improve quality of patient care.
- Act as a first line resource for patient complaints, coordinates complaint resolution with patient advocate
- Back up to remote site personnel
- Interviews, selects, trains, develops, supervises, evaluates, counsels assigned employees
  - Employee coaching, including performance evaluations and corrective action
  - Submits maintenance and facilities requests and needs
  - Ensures office space, supplies, equipment and assistance are provided and maintained.

- Attends meetings as an advocate for clinic, participates in solving issues at organizational level
- Relationship building and strategizing between Clinicians, Staff, and other departments to enhance productivity.
- Execute quality control and process evaluation
- Supervise volunteers and interns
- Data collection, tracking, evaluation, and reporting for various departments
- Participate in WFM quality improvement initiatives and other WFM internal systems as needed
- Participation in budgeting & sustainability planning

**OTHER DUTIES:**

- Other duties as assigned by supervisor

**PHYSICAL AND MENTAL REQUIREMENTS:**

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting –
- Frequent use of computer
- Long periods of sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Regular use of personal transportation
- Understand/carry out simple/detailed, oral/written instructions with retention
- Read and interpret detailed specifications

**REVIEWED WITH EMPLOYEE:**

\_\_\_\_\_  
Employee

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Supervisor

\_\_\_\_\_  
Date