**Job Title:** Medical Practice Manager  
**Department:** CHP Adams Internists  
**Location:** Adams MA  
**FLSA Status:** Exempt  
**Hours:** Full Time  
**Reports To:** Chief Operations Officer

**Position Summary:**
Community Health Programs Inc. is a healthcare network based in the Berkshires of Western Massachusetts. We serve over 35,000 Berkshire region residents with whole-person, comprehensive medical and dental services at ten practice locations. Although it is a Family Services program, CHP provides a range of support, parent education and resources to families. CHP accepts most forms of private and public health insurance and offers sliding fee scales for qualifying patients. CHP is a 501(c) (3) not-for-profit organization.

**Essential Duties and Responsibilities include the following. Other duties may be assigned.** Ensures staff of CHP’s Health Centers is fully trained in all aspects of compliance and any procedures necessary to accomplish their jobs and care for CHP patients.

- Works with the Chief Operating Officer to implement systems to further the goals of the organization
- Ensures HIPAA and Infection Control compliance protocol is followed
- Oversee compliance of required laws that protect patients and the staff
- Ensures Health Centers’ staff is trained and accomplishes best possible customer service to patients’ and providers’ satisfaction
- Responsible for submitting and approving payroll accurately
- Responsible for staffing practice efficiently to support providers
- Assures all staff competencies are completed on a yearly basis
- Assures billing is accurate and submitted on a timely basis. Works with staff to improve the collection rates of copayments and outstanding balances
- Holds monthly staff meetings and submits minutes to the manager on a monthly basis
- Implements and oversees all tracking of ancillary testing and specialty appointments
- Responsible for ordering of office and medical supplies to ensure practice stays within budget
- Participates in Operations Team and Managers Team to advance and create a great organization and workplace environment
- Participates in Management/Leadership Meetings which include all staff meeting
- Ensures that Practice Sites are represented at CHP Monthly Staff Meetings by rotating staff participation
- Conducts performance reviews for direct reports and is dedicated to ensuring their growth and learning as well as his/her own growth and learning
- Provides monthly reports and statistics as requested for enrollment numbers, referrals, patient visits etc. as requested
- Performs other related duties or tasks as requested by management

**Education/Experience:**

**Education:** Bachelor's Degree Preferred. Combination of education and experience will be considered.  
**Experience:** Medical Office Experience Preferred: Three (3+) years plus

**Skills/Knowledge/Competencies (Behaviors):**
To perform the job successfully, an individual should demonstrate the following competencies:

- Strong ability to multi-task and manage projects and personnel
The mission of Community Health Programs is to improve the health of people throughout the Berkshires by delivering exceptional, compassionate health care.

- Customer Service - Manages difficult or emotional customer situations
- Employee relations – deals effectively with conflict resolution and employee issues
- Responds promptly to customer needs
- Solicits customer feedback to improve service
- Responds to requests for service and assistance
- Meets commitments and is punctual
- Follows policies and procedures
- Completes administrative tasks correctly and on time
- Supports organization’s goals and values

Flexible:
Willing to step in when needed and crossed trained for additional administration/medical coverage or other site management as needed.

Interpersonal Skills:
- Maintains confidentiality
- Keeps emotions under control
- Professional, welcoming, and pleasant personality
- Contributes to building a positive team spirit

Oral and Written Communication:
- Responds well to questions
- Takes careful and accurate notes
- Follows up on messages and ensures delivery of messages
- Composes/types letters if requested by administration

An individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Berkshire County, located in the far western region of Massachusetts, is one of the premier destination spots in all of New England. Abutting New York State to the West, Vermont to the North and Connecticut to the South; the Berkshires is made up of 32 quaint cities and towns, each with its own history and beauty. It is rich in culture, outdoor activities, logging and fine dining. Berkshire County is also an easy drive to both Boston and New York City metropolitan areas.