

Practice Manager

Position Description

This is a unique opportunity to join the California Center for Functional Medicine (CCFM), an internationally recognized functional medicine practice. The Practice Manager provides leadership in planning, guiding and coordinating practice operations at CCFM. They will set and support internal and external culture and experience. They ensure that back-office operations, including outsourced components, run smoothly.

This remote position works closely with all CCFM stakeholders including the President, Medical Practice Director, clinicians, leadership team, admin team, and patients, to optimize processes, streamline workflows, and support the overall patient experience. Serves as day-to-day lead for operations support staff and is responsible for their successful performance of duties through training, support, and encouragement.

Position Details

Reports to: Medical Practice Director.

Location: U.S.-based, 100% Remote.

Expectation: This is a full-time exempt benefits-eligible position.

Salary: \$105,000 to \$120,000 commensurate with experience.

For more information and to apply: <https://www.ccfmed.com/careers>

Key Responsibilities

1. Oversee Operational Processes

- Responsible for efficient operational clinic processes and exceptional patient experience while seeking efficiency and cost management. Coordinate with clinicians, leadership team, staff and vendors.
- Establishes goals and objectives and evaluates operational criteria for the clinic.
- Database oversight and management.
- Responsible for ensuring tools, systems, integrations, and processes to effectively capture, manage, analyze, and report on data.
- Provide EHR and patient portal backend support in coordination with vendors to ensure patient functionality and positive user experience, clinician tools and training, and support patient experience goals.
- Provide Fullscript and supplement prescription services oversight.
- IT - provide first-level help desk support. Engage and manage vendors for more difficult issues.
- Ensures legal compliance and adheres to accreditation and licensure requirements according to state and federal laws.
- Malpractice & other insurance - work with vendors to ensure appropriate, up-to-date insurance coverage and support any claims.
- Offers innovative solutions to increase revenue and bring in new clientele.
- Provides leadership, coordination, and oversight in the development of strategic initiatives and special projects for the operation.

- Provides integrated analysis and strategic consultation on major issues impacting the organization and reports findings to the Leadership team.
- 2. Staffing, Supervision and Company Culture**
- Directly supervises administrative and operations support staff.
 - Works with the leadership team to provide appropriate staffing capacity. Includes full employee life-cycle processes (hiring, performance management, termination).
 - Collaborate with the clinical staff and operations team to ensure coordinated patient care that achieves high health outcomes, high patient experience (NPS), and efficiency.
 - Foster a culture of continuous learning and development. Stay abreast of the latest advancements in functional medicine research, patient experience, and technology.
 - Oversee staff training on operational and patient experience processes. Develop and conduct training programs to equip all staff members with the skills and knowledge needed to provide excellent patient experiences.
 - Oversee office administrative responsibilities like billing disputes, time off requests, supply ordering and payroll tracking.
- 3. Project Management & Reporting Processes**
- Draft/manage and own overall clinic budget for forecasting, planning, leadership visibility, discussion, and approval.
 - Oversee Operations Specialist on bookkeeping, vendor relations, HR and payroll.
 - Track, and make visible, leadership priorities and projects ensuring they have clear owners, objectives, deliverables, and deadlines.
 - Provide regular operational reports, updates, and commentary to CCFM leadership on clinic performance.
 - Take part in and support leadership planning meetings.
- 4. Oversee Patient Experience and Customer Service**
- Monitor and evaluate the quality of care and services provided to patients through NPS survey evaluation and patient feedback.
 - Responsible for overarching clinic goals of excellent patient experience, including ease of engagement, wait times, appointment scheduling, and all clinic processes. Collaborate with the leadership team and other clinic teams towards this goal.
 - Implement and oversee communication strategies to keep patients informed about their treatment plans, test results, and other important information.
 - Final responsibility in resolving patient disputes and complaints.

You might thrive in this role if you:

- Are people-centric and you have a gift for making people feel special. You have a service and hospitality mindset.
- Are motivated to deeply understand and prioritize the patient experience. You seek to create and maintain an outstanding patient journey with creative and efficient processes.
- Prioritize internal company culture. You build strong relationships with all employees and leadership to create a culture of trust, support and open communication. You build



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strong relationships with executives and professionals across functions and serve as a trusted advisor.

- Are a builder. You are excited to help our company operate and scale. Your passion is building strong systems and processes from the ground up and executing them with precision.
- Have a growth mindset and bring a can-do attitude. You may not know the answers to every question up front, but the process of solving them invigorates you. You seek out personal and professional growth.
- Are a leader. You understand that great leadership comes with active listening, open communication, adaptability, empathy and vision. You work well with others and can organize and lead a project from start to finish.

Competencies

- Excellent communication, teamwork, and interpersonal skills.
- Strong organizational and multitasking skills.
- Strong project and practice management experience.
- Commitment to patient-centered care and holistic health approaches.
- Outstanding tech skills with experience in CRMs like Keap/Hubspot, Google Drive, EHR systems (Cerbo experience is a plus), Fullscript, API, Zapier and electronic billing software.
- Current knowledge of HIPAA regulations and patient privacy.
- Commitment to maintaining a high standard of patient care and professionalism.
- Experience owning and managing a budget is preferred but not required.

Qualifications

- Bachelor's degree in healthcare management, business administration, marketing, or related field or comparable work experience (Master's degree preferred).
- A minimum of 3 years (5+ preferred) experience in healthcare administration and/or operations management.
- Functional medicine experience is a strong plus.
- Hospitality industry experience is also a plus.
- Due to the virtual nature of this position, a private workspace with a computer and necessary office equipment are required (not supplied). Mac user preferred for compatibility.