



**INSTITUTE FOR LEARNING AND DEVELOPMENT (ILD)
OFFICE-PRACTICE MANAGER
JOB DESCRIPTION**

POSITION SUMMARY

The Office-Practice Manager position is ideal for a candidate interested in office and operations management for an educational services clinical practice and related non-profit organization. Reporting to the Executive Director, the Office-Practice Manager is responsible for overseeing and supporting the operations of office systems and procedures, equipment and space to ensure a high level of customer service and staff efficiency, including:

- Oversight of clinical practice and office systems, including appointment systems; remote therapy systems; interface between appointment and billing systems; and other practice support systems.
- IT and systems management including IT/computer equipment management (purchasing repairs/maintenance); IT systems and access (internet, LogMeIn, outlook/e-mail systems, etc.); and troubleshooting.
- Management of office environment including space, equipment (e.g., printers, copier) credit card machines and telephone system.
- Oversight of reception, client and customer service including administrative intake procedures; client requests for receipts and information; and coordinating provision of required information to insurance claim processing staff.
- Assist in implementation of organization human resource management policies and procedures, including CORI policy/records, posters, trainings, etc.
- Oversight of client record systems for both on-site and remote based client services including implementing policies, procedures and training/communications for both practice operations and HIPAA compliance purposes.
- Track contracts for clinical practice services performed for schools or other organization including interfacing with accounting staff to ensure appropriate billing.
- Support marketing and implementation of special program, classes, client service bundles and other programs. May include securing and managing off-site space for special programs/classes.
- Other office and practice management activities as needed.

The position is currently a 0.75 FTE, but ILD is looking for a candidate who is interested in growing with the position as needed including increasing the FTE over time. The position would require working 5 days each week (for 5-6 hours per day), with a minimum of four days on-site.

QUALIFICATIONS/EXPERIENCE

Practice and office management and administration experience.

Experience managing/supporting office operations including phone systems, space management, equipment and interfacing with vendors.

Strong capabilities in managing IT systems and interfacing with IT support vendor(s), including setting up employee access to systems, troubleshooting, planning and implementation of systems needed to support the operations of the ILD and a related non-profit education curriculum and consulting organization.

Ability to manage multiple tasks, prioritize and problem-solve.

Strong communication skills, and customer service orientation.

Highly organized and attention to detail.

Ability to work in a team /matrix environment and manage responsibilities that include coordination with other staff and departments to ensure completion.

Experience working closely with finance/bookkeeping staff to support client billing and payment systems.

Supervisory experience.

Strong MSWord and Excel skills

Please submit cover letter and resume to Mark Logan, Executive Director, at mlogan@researchchild.org