

Open Position Title: Manager, RO/KO/Franklin/Elkhorn

Reports to: Director of Clinical Services

Grade/Tier:

EEO Type (Exempt/Non-Ex):

Salary (range):

Location:

Supervises: All Franklin/Racine/Kenosha/Elkhorn

GI Associates, LLC was established in 2000 as a result of a merger between GI Consultants and Milwaukee GI Specialists. The group consists of 22 physicians and is nationally recognized as one of the top ten GI practices in the nation with a combined total of 34 clinic and outpatient surgery sites throughout Southeastern Wisconsin. Today, the group is distinguished as a national and international referral center for pancreatic biliary cancer and treatment of other highly specialized gastrointestinal disorders.

The 200+ employees of GI Associates intently channel their energies and resources into making a positive and meaningful difference in the lives of our patients. Our focus is on providing quality patient care and our commitment to Five-Star Customer Service.

As employees of GI Associates we are dedicated to Five-Star Customer Service excellence at every phase of the patient's experience. Employees of GI Associates agree to:

- Respect All. Treat others as you would like to be treated
- Use positive and productive communication with patients and peers
- Show support, offer assistance and take ownership beyond one's job description
- Adopt and embrace the service excellence concept as described above

Essential Functions (Responsibilities):

The Manager of Racine, Kenosha, Franklin and Elkhorn is responsible for the daily staffing and clinical operations of assigned offices. The manager also ensures that the office staff delivers patient services in accordance with company policy and procedure, and serves as a liaison between GIC and local primary/referring MDs endoscopy departments, and off-site locations.

- Manages employees: time and attendance, determines staffing, interviews, orientates and trains new employees, administers corrective action when necessary, verifies time sheets for payroll, keeps record of PTO, and monitors performance of departments
- Assists with the planning and delivery of monthly meetings for physician's nurses/clinical assistants
- Monitors MD satisfaction and suggestions for improvement in clinical office areas
- Monitors progress of EMR chart preparation for office procedures and endoscopy procedures
- Monitors flow of reception area and patient service
- Communicates regularly with Physician nurses/clinical assistants regarding policies/procedures, work load and assignments
- Monitors ordering of medical/office supplies and equipment, medication samples and educational pamphlets as well as overall cleanliness and organization to offices
- Monitors scheduling and recalls for Racine, Franklin, Elkhorn and Kenosha offices
- Addresses triage and scheduling calls as needed
- Organizes educational opportunities for office staff
- Contributes to various committees and work groups of GIC
- Functions as MA/Physician's nurse during office hours when needed
- Maintains departmental organization and cleanliness

- Maintains a safe work environment
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- All other duties as assigned

Minimum Qualifications:

- Current RN licensure in the State of Wisconsin
- Current BLS certification
- Three years hospital/medical office RN background
- Med-Surg Background
- Previous management experience or leadership role
- Ability to communicate effectively with patients, family members, physicians, coworkers, and outside customers
- Flexible to meet the needs of the department
- Ability to problem solve independently and handle difficult situations promptly

Desired Qualifications:

- Knowledge of MSDS and Blood-Borne Pathogens
 - GI and Triage experience helpful
 - Previous Gastroenterology experience a plus
 - Knowledge of Emergency Plan and OSHA Standards
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