



Medical Office Manager

*Waimānalo Health Center is dedicated to offering employees an exceptional work environment and offers competitive salaries and benefits. We are seeking a dedicated, talented, and team-oriented **Medical Office Manager** to join our `ohana (family) to support our mission and values.*

Mission

Waimānalo Health Center is rooted in Native Hawaiian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.

Vision

Waimānalo Health Center is dedicated to the continuous advancement in quality healthcare while assuring universal access for all. We believe that our values of Aloha, Mālama I Ka Pono, Mālama I Ka `Ohana, and Mālama I Ka `Āina, enable our patient-centered healthcare home services to deeply focus on the shared role of healing oneself, `ohana, community, and `āina over generations.

Core Values and Guiding Principles

Our values at Waimānalo Health Center promote Hawaiian-centered diversity, equity, and inclusion by welcoming all members of the Ko`olaupoko community to access our holistic services ranging from traditional Hawaiian healing practices to Western medicine.

Aloha: We listen to people with our full attention, seeking to know them and understand their health care and wellness needs and aspirations for themselves, their family and community. We will respond, to the best of our abilities, as caring, compassionate, engaged, and professional partners in healthcare.

Mālama I Ka Pono: We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

Mālama I Ka `Ohana: We believe that wellness embraces the whole family, and we welcome their participation in the healthcare of their loved ones. Our belief extends from the Ahupua`a of Waimānalo throughout Ko`olaupoko where we build the foundation for good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

Mālama I Ka `Āina: We understand the importance of one's sense of place and the holistic nature of health and wellbeing. Through integrative services we support the balance of body, mind, and spirit, while respecting one's cultural connectedness to the `āina of Hawai'i. Ka Maui O Ka `Āina A He Maui Kānaka: The Life of the Land is the Life of the People

Summary

The Medical Office Manager provides clerical support for the Chief Medical Officer (CMO), Medical Director (MD), and Director of Clinical Operations (DCO) and works as a part of the administrative team to help facilitate medical provider organization, scheduling, coordination as well as ongoing recruitment, retention, and training in an efficient, effective, compassionate, and timely manner. In the context of the patient-centered health care home, plays a key role in coordination and communication between various members of the care team, to provide patients with a seamless experience as they navigate through the health care home. This position works as an integral member of the care team and requires constant positive communication with the Chief Medical Officer, Medical Director, Providers, Nurses, Medical assistants, and other administrative branches and staff including but not limited to IT, Dental, HR, Cultural Health, Community Outreach, etc. This position requires a working knowledge of computer equipment, materials, and maintenance for the assurance of patient, team, and personal safety and a high quality of patient care.

Benefits

- Health Benefits (Medical, Dental Drug, Vision)
- Employee Retirement Savings Plan 403(b) – Employer matches 66.67% of employee's contribution up to a maximum of 6% of employee wages after six months of employment.
- Flexible Spending Program
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO): Accrual based on working 40 hours per week
 - 1 to 3 years – Max. Accrual = 120 hours
 - 3 to 8 years – Max. Accrual = 160 hours
 - 8 + years – Max. Accrual = 200 hours
- Paid Wellness Hours (2 hours per pay period based on FTE)
- Wellness Bucks – Up to \$200 annually
- Bereavement Leave
- Makahiki – Employee Appreciation Day
- Jury Duty Pay, Casual Dress Friday, Longevity Benefit After 5 or more years of service
- Tuition Assistance Program
- Discounted Medical,
- Dental and Vision services provided by WHC Employee Assistance Program (EAP)
- Group Term Life Insurance Supplemental Group Term Life Insurance & AD&D Insurance
- Lifestyle Benefits
- Free Parking

Qualifications

- Ability to speak effectively, respectfully and sensitively to patients and fellow staff.
- Must have good communication and organizational skills as well as a good understanding of patient and workflow processes.
- Ability to work with little supervision, ability to be self-directed.
- Demonstrated ability to communicate effectively with individuals, groups, and professionals in a culturally appropriate manner.

- Demonstrated ability to work effectively as a member of a team. Encourages and facilitates cooperation, pride, and trust, within the team. Works with others to achieve goals with commitment and team spirit. Ability to work with diverse cultures.
- Experience working in a Federally Qualified Health Center and/or experience working in underserved communities is preferred.
- Familiarity with the communities to be served is preferred.
- Experience with Electronic Medical Records system is preferred. Will be required to work on Electronic Medical Records and Electronic Practice Management system. Use of email is required.
- Ability to read, and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Proficient with Office 365 Word, Excel, Power Point, Teams and Outlook to prepare correspondence, reports, charts, etc..
- Ability to use facsimile machine, copier, scanner, and other standard office equipment.
- Ability to take minutes at meetings.
- Type at least 45 words per minute.
- Experience with entering/retrieving/updating information and managing a database is an essential part of the work.
- Validates and interprets data as requested; compiles and maintains records, statistical information, and formats reports based on identified data.
- Produces a variety of documents, charts, and graphs in final form.
- Analyzes, summarizes, and makes recommendations based on identified data.

Certificates, Licenses, Registration

- Bachelor's degree or equivalent is required, nursing degree is preferred; at least three years related experience and/or training is preferred.
- Two-Step Tuberculosis clearance is required.