

**THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER AT SAN ANTONIO  
JOB DESCRIPTION**

12-02

**CLINIC MANAGER**

**FLSA: EXEMPT**

**Job Code: 1901**

**SUMMARY**

To manage and supervise the operational and administrative functions, activities, and projects of an ambulatory care clinic. Responsibilities include the managing, planning and coordinating the operations of the clinic to include: Supervising all clinic staff, billing and collecting procedures, monitoring delivery of patient services, planning for space allocation, acting as liaison with patients, businesses, hospitals, academic administration and faculty.

**DUTIES**

Performs a combination, but not necessarily all, of the following duties:

- Direct all billing and collecting procedures, to include appropriate coding and ensuring that staff are trained and educated in all government, national, and medical coding and billing regulations.
- Monitor delivery of patient services to include reviewing physician activity data and forecast and prepare for all changes needed or impacted by patient load, billing/collecting procedures, and government regulations and policies.
- Complete various special projects, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports.
- Manage space planning, renovation, and all allocation.
- Recruit, supervise, and direct all non-faculty staff to ensure the clinic operates in an efficient manner and that the patients receive high quality customer service.
- Review internal policies and procedures and update as needed.
- Function as the clinic liaison with patients, businesses, hospitals, academic administration, and faculty.
- Maintains on-site Medical Records administration and ensuring that all state and federal regulations governing the release of information is followed.
- Perform other duties as assigned.

**SUPERVISION**

**Received:**

Work is performed under general supervision of the Department Administrator or the head of clinic operations.

**Given:**

Provides general supervision and instructions to all clinic staff assigned.

**EDUCATION/EXPERIENCE**

Bachelor's degree in Administration or Health related field with five years of job related experience, including one year of supervisory experience.

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### **KNOWLEDGE, SKILLS AND ABILITIES**

Have knowledge of budgets and budget process including mathematical and accounting skills, ability to make sound financial decisions, and ability to use calculator. Knowledge of CPT/ICD-9 coding procedures and be familiar with Medicaid, Medicare, and commercial insurance billing procedures. Ability to proceed on own initiative using independent judgment and discretion. Possess excellent verbal and written communication skills, leadership and organizational skills, and interpersonal and time management skills. Have knowledge of policies, and procedures of the Health Science Center, and the UT System. Knowledge of computer technology, including word processing, spreadsheet, database, and graphics software in order to prepare publications, reports, and business correspondence. Have knowledge of office management and administrative procedures, and the ability to supervise and review the work of others. Possess knowledge of specialized terminology including medical, legal, and/or construction. Ability to interact with faculty, professional, administrative and higher level management personnel. Familiarity with medical records administration, and knowledge of clinic and physician/patient protocols.

### **EQUIPMENT**

Knowledge of data processing equipment, personal computers, and other standard business machines common to most offices.

### **WORKING CONDITIONS**

Work is performed in an office environment.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time.

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#### **IMPORTANT:**

Any qualifications to be considered as equivalents in lieu of stated minimums require prior approval of the Assistant Vice President for Human Resources.

In accordance with The University of Texas Health Science Center at San Antonio policy (HOP-Section4.4.1), job candidates for all Health Science Center positions must undergo a criminal background check before a job offer is made and before the candidate can begin to work.

Information resources including data, information, technology, and software are University resources and must be protected and used in conformance with all applicable laws and policies in accordance with ITAC 201.13(b) Information Security Standards.