

# Aesthetic Solutions

## Job Description – Practice Administrator

**Summary:** Our practice manager works directly with the executive director and physician owner to oversee administrative, financial, human resource, and development activities of the practice.

**Reports to:** Executive Director

**Compensation:** \$100,000 - \$140,000 (bonuses included)

### Education and Experience

- Minimum 7 years of experience in private practice medical management; medical aesthetics experience preferred.
- Bachelor's degree in business administration, health care administration, or similar required. Master's in business administration or health care administration preferred.
- Human resource certification or leadership training preferred.
- Strong financial background/experience specific to physician offices, including retail product inventory management, physician office billing systems, accounts payable, general ledger, and budgeting.
- Proven experience in personnel management and administration of payroll systems.
- In-depth knowledge of compliance, personnel law, workplace safety, and other regulatory issues pertaining to a medical practice and retail skin care products.
- Comprehensive knowledge of practice operations, including patient counseling, marketing, and office efficiency.

### Required Proficiencies

- Effective communication style with a high level of emotional maturity that works for a variety of personalities.
- Ability to lead high-performing teams and motivate an organization toward a common goal.
- Decisive leadership and above-average judgment.
- Integrity and trustworthiness.
- Ability to effectively sustain multiple, simultaneous tasks while attentive to detail and accuracy.
- Aptitude in anticipating critical issues and offering solutions to practice owner and staff.
- A high degree of initiative, judgment, and discretion.
- Professional appearance and demeanor.

### Financial Responsibilities

- Review daily financial reports to confirm accuracy and compliance with practice policies
- Maintain practice metric spreadsheets to track key performance indicators.
- Create and review multiple monthly financial reports with the executive director, including balance sheet, profit and loss statement, provider productivity, and medical aesthetic benchmarks.
- Provide direct or indirect approval of practice expenditures and work with the physician owner and executive director to appropriately manage operational expenses.
- Maintain adequate internal controls to safeguard and ensure effective use of practice resources.
- Participate in the annual financial benchmarking analysis and help determine strengths and weaknesses. Develop appropriate improvement plans.
- Act as practice liaison between the attorney, CPA and executive director.

## Aesthetic Solutions

- Manage provider employment contracts.
- Calculate and distribute provider and staff bonus compensation based on productivity.
- Oversee accounts payable and accounts receivable operations and provide timely status updates to executive director.
- Maintain efficient purchasing system for retail products and medical/office supplies.

### Clinic Operations

- Supervise clinic and retail sales operations, including financial planning, provider relations, and implementation of strategic plans.
- Maintain strong focus on improving operational efficiency and profitability of the organization.
- Ensure the entire team has adequate training to provide outstanding care to patients.
- Complete periodic time studies to assess clinic flow and makes operational recommendations to improve practice efficiency.
- Maintain an efficient inventory management system for cosmetic products and verify employees manage the system correctly.
- Oversee clinical research activities to ensure studies are properly managed and viewed positively within the industry and with patients.

### Personnel Management

- Responsible for the overall leadership and direction of the practice.
- Resolve escalated patient complaints and complex staffing challenges or issues.
- Monitor and manage staffing levels to ensure the practice runs smoothly and efficiently.
- Develop and support a healthy team environment among departments.
- Maintain employee files and ensure compliance with federal and state human resource regulations.
- Manage human resource functions for the office, including employee reviews, wage/salary analysis, staff orientation and onboarding, paid time off, employee health benefits, and staffing levels.

### Regulatory and Compliance

- Guarantee compliance with state and federal workplace regulations.
- Ensure compliance with regulations, guidelines, and standards of care set forth by state and federal agencies, licensing and accrediting boards, and professional societies governing the licensure, accreditation, and operation of medical practices and providers.
- Develop and maintain systems to provide continuing education and certification for clinical providers.
- Oversee practice facilities and equipment, ensuring proper maintenance and safekeeping.

### Other

- Coordinate and assist physician owner with professional activities, including arrangements for national leadership roles, professional meetings, teaching and consulting activities, CME, and travel.
- All other duties required to develop, manage, and maintain a successful medical aesthetic practice.