



## POSITION DESCRIPTION

**TITLE: MEDICAL PRACTICE MANAGER**

**ORGANIZATION: MIDDLESEX GASTROENTEROLOGY ASSOCIATES**

Middlesex Gastroenterology Associates (MGA) [www.middlesexgastro.com](http://www.middlesexgastro.com) is a private specialty practice of seven board certified gastroenterologists who care for patients with various conditions of the digestive system and liver diseases. The physicians at MGA are all on the medical staff at Middlesex Health and are providers at the Middlesex Health Center for Digestive Health, a proud affiliation for over thirty years. The practice consists of forty-five employees and operates out of five locations in Connecticut. MGA has state-of-the-art facilities designed to provide patients with treatment options tailored to meet their needs and comfort. Our capabilities include an Endoscopy Center, as well as our own dedicated pathology lab.

Our mission is to deliver compassionate, high-quality care. To this end, MGA is a member of the Mayo Clinic Care Network. This affiliation means that our team of experts is working together with Mayo Clinic specialists on our patient's behalf – sharing the latest lifesaving research, joining forces to resolve the most complex cases, and bringing the world's most advanced medical knowledge here to Connecticut.

MGA is seeking highly qualified candidates for the role of Practice Manager. The candidate for the role will be a proven leader that is business savvy while acting as a resource to the team as needed. If you are an experienced medical practice manager and you are looking to take the next step forward in your career, then this is the opportunity for you.

**As a prospective candidate, you are expected to carefully read this job description and eliminate yourself from the candidate pool if the duties and responsibilities are not a good match for you.**

### **DESCRIPTION:**

Reporting to MGA's board of physicians, the Practice Manager has oversight of and responsibility for all day-to-day administrative and business operations of this multi-location healthcare practice. The Practice Manager is responsible for implementing quality improvement initiatives, evaluating staff performance, and collaborating with physicians to provide exceptional patient care. The Practice Manager will also ensure the fiscal stability and growth of the practice. With state-of-the-art technology and a specialized team of physicians, specialists, nurse practitioners, nurses, technicians, and ancillary support staff, the Practice Manager will assure that the practice continues to deliver exceptional, quality care. The Practice Manager will be accountable for updating policy procedures, ensuring state and federal regulatory compliance, staff scheduling, managing the budget, among other duties. Additionally, the Practice Manager will be focused on improving processes while building a stronger team-oriented environment that promotes a high employee retention rate.

### **DUTIES AND RESPONSIBILITIES:**

- Manage all office and business operational activities of the practice.
- Provide strategic direction. Collaborate with physicians on performance strategies and patient services.
- Assist practice partners in the growth and expansion of the practice.



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- Supervise all staff. Coordinate regular staff meetings and performance reviews.
- Hire, train, and supervise staff.
- Mediate issues between office personnel.
- Responsible for financial reporting and accounting. Primary contact for the practice's CPA. The practice uses QuickBooks accounting system.
- Manage budgets and payroll.
- Manage revenue cycle and payer contracts.
- Supervise daily practice operations such as billing, debt collection, security, and occupational health and safety.
- Ensure complete and accurate financial and accounting materials and information. Act has Chief Financial Officer.
- Interface and negotiate with landlords and property owners for all practice locations.
- Primary contact for the practice's legal services provider.
- Oversee the maintenance and any necessary upgrades to office technology, including patient record data and security.
- Communicate all problems and make recommendations to the Board.
- Establish and maintain excellent professional relationships with suppliers, service providers, payors, and practice partnerships.
- Defuse customer service problems and handle disputes with insurance providers.
- Maintain complete and accurate documentation for all aspects of the practice's operations.
- Monitor inventories, including medications and medical equipment.

### **POSITION REQUIREMENTS AND QUALIFICATIONS:**

- 5+ years of progressive senior leadership experience in healthcare operations and management.
- In depth knowledge of medical practice management.
- Strong staff management experience.
- Significant experience with medical practice finance and accounting procedures, including revenue cycle improvement.
- Strong budgeting experience.
- Experience dealing with insurance companies and other third-party payors.
- Experience preparing and managing physician practice regulations, accreditation, and survey materials.
- Experience negotiating commercial office space leases and services.
- Proven ability to maintain strong vendor and supplier relationships.
- Proven success in establishing and maintaining strong medical partner relationships.

### **PERSONAL CHARACTERISTICS**

- Ability to manage multiple tasks and priorities in a dynamic environment.
- Strong organizational skills. Maintain records and key information. Detail-oriented.
- Excellent communication skills with all constituents – patients, physicians, and staff.



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- Motivated and driven to do “whatever it takes,” and a job well done. Strong work ethic.
- Natural willingness to communicate with honesty and transparency to management and staff.
- Ability to communicate with and show empathy for all levels of staff within the organization.
- A team player, willing to share information.
- High energy and strong personal drive. A self-starter.

**EDUCATION:** Bachelor’s degree. Master’s degree, a plus.  
MGMA or ACMPA-certified, a plus.

**COMPENSATION:** A competitive compensation package including base salary, annual bonus, and paid time off.

**FOR ADDITIONAL INFORMATION, PLEASE CONTACT:**

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