



USC University of
Southern California

Clinical Office Manager Job Description

JOB INFORMATION

Job Code:	111089
Job Title:	Clinical Office Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Clinical Support
Job Family Group:	Clinical Administration 1
Management Level:	5 Manager

JOB SUMMARY

Performs complex and varied administrative assignments. Assists in management of clinical or research sub-department unit operations. Typically reports to division chief, principal investigator, administrative director or other senior administrator. Supervises clerical, secretarial and/or other administrative support functions, rather than directly performing these duties.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Office management combined with experience in general administration.
X		Ability to use financial management software.
	X	Office management experience combined with specialized knowledge of university polices and procedures, preferably those of USC, research and/or group practice/medical hospital management.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Serves as office manager. Supervises at least two full-time staff or the equivalent, coordinates personnel actions for sub-department unit staff and/or faculty. Oversees records and filing systems, controls equipment and supplies and coordinates electronic information systems and facilities and space planning for operations and staff reporting to supervisor. Examines workflow and revises processes to improve efficiency, as needed. These functions may be performed for USC and/or other affiliated institutions.				
Assists in developing sub-unit policies and procedures and coordinating implementation. Communicates or documents. Develops forms, flowcharts and system requirements. Trains as required.				
Reviews, analyzes and makes recommendations to supervisor regarding requests submitted by sub-department staff; e.g., expenditure or personnel requests.				
Reviews, prioritizes and responds to correspondence and incoming calls directed to supervisor. Researches requested information or takes necessary steps to address issues and resolve problems. Reports actions taken to supervisor.				
Acts as liaison between supervisor and his/her subordinates for communicating information, assignments, priorities and special requests. Monitors status of pending items and follows-up, as needed.				
Researches, gathers, organizes and summarizes data for reports. Analyzes data for trends or conclusions and presents results and recommendations to supervisor.				
Develops and administers budget. Gathers pertinent data to develop projections. Authorizes expenditures within established limits. Tracks and monitors budget activity and analyzes variances. Produces interim financial reports.				
Acts as liaison between supervisor and sensitive, confidential or high-profile contacts outside of the sub-department unit with significant contact with department chairman and administration.				
Participates in proposal development. Assists in preparation of pro-forma budgets as needed.				
Participates in contract and grant administration. Interacts with department and university contract administrators and agency representatives to provide information and coordinate on-site visits.				
Participates in the development and operation, as needed, of the clinical practice of the faculty including billing/collections, patient services, patient scheduling, marketing and other related practice functions as directed by the department.				
Plans and coordinates special events, conferences and/or seminars. Develops promotional materials. Negotiates with vendors for sites, facilities, guest accommodations and meals.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.