



Chinatown Service Center

Job Announcements

The **Chinatown Service Center (CSC)** is a nonprofit organization that provides multilingual health and social services, employment training and counseling in the Greater Los Angeles area. For further information on CSC, Visit our web site at <http://www.cscla.org>

Position: Clinic Operation Manager

Salary Range: D.O.E

Open Date: 03/08/2010

Closing Date: 03/26/2010

**** Or when sufficient applications have been received.

Summary of Duties:

Under the general supervision of the Community Health Center Director, the Clinic Operation Manager is responsible for supervising and evaluating work activities of the Medical and Dental front and back offices operations. He/She will also coordinate the Community Health Center's outreach activities and assist in the development of new contracts.

Example of Duties:

1. Responsible for work activities of eligibility worker and front desk staff.
2. Monitor patient flow and resolve issues/disputes related to customer service.
3. Establish work schedule and assignments for staff.
4. Generates reports and responsible for accuracy of data collection of reports.
5. Coordinate and work with the Medical Director to ensure that the back office runs smoothly.
6. Coordinate and work with agency outreach staff for appropriate outreach activities.
7. Update and develop operations policies and protocols that meet the guidelines of the clinic and funding agencies.
8. Analyze and recommend changes in the health education and front office organizational systems, procedure, and policies.
9. Evaluate activities by managing the health education and outreach date for funding requirements.
10. Assist in Program Evaluation and Quality Management.
11. Staff training.
12. Attend any necessary workshops and trainings as appropriate or required.
13. Represents Clinic at public and professional meetings and conferences as requested..
14. Serve as acting Clinic Director in the absence of the Health Center Director.
15. Participate in agency-wide and community events.

Qualifications:

- Bachelor's degree with 2-3 years of administrative background.
- Ability to work and communicate effectively with people of diverse culture, education, social and economic background.
- Ability to develop, edit, update clinic or program manuals and flyers and other related documents.
- Ability to communicate effectively in English and Chinese both written and orally.
- Available to work on evenings and weekends
- Valid CA Driver's license and proof of auto Insurance
- Proficient Word, Excel, Power Point and Internet.

Please forward your resume accompanied by a cover letter to

Amy Atondo, Facility Manger
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**Chinatown Service Center is a nondiscrimination equal opportunity employer.
Reasonable Accommodations are available upon request to individuals with disabilities.**