

Helix

HEARING CARE

The mission of Helix Hearing Care is to promote a multidisciplinary clinical approach in the treatment and rehabilitation of hearing loss. To accomplish this goal, we utilize the most advanced technologies and the skills of highly trained, industry leading hearing care professionals. With over 40 clinics in Ontario and Manitoba, and growing, we are committed to providing the utmost clinical Audiology healthcare services to the patients we serve.

Qualifications we are interested in include:

- Minimum 5 years management experience
- Sales and medical industry experience an asset
- Experience working in an audiology practice or within the hearing care industry
- Specific post secondary education and/or equivalent in business administration
- Strong and proven background in administrative practices and business office procedures

1) We currently have an opening for a Full-Time Regional Manager position covering Peterborough, Lindsay, Richmond Hill and Scarborough.

Job Title: Regional Manager
Locations: Peterborough, Lindsay, Richmond Hill, and Scarborough
Department: Operations
Reports to: Territory Manager or his/her designate

JOB SUMMARY: To effectively supervise and manage clinic operating activities and processes while ensuring clinic business objectives are achieved and to manage the operations in region of responsibility.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Listed below. Other duties may be assigned.



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Administration and Supervision:

- Meet sales and profit objectives of clinics.
- Manage and drive sales strategies including community outreach initiatives.
- Ensure the office flow adheres to Helix Hearing Care best practices, including schedule management, patient management and revenue maximization.
- Monitor patient chart processing including proper assembly, maintenance and completion.
- Plan and oversee center communications including monthly staff meetings.
- Communicate center goals; provide leadership and motivation to all clinics to achieve goals.
- Coordinate acquisition administrative transitions specific to the CRM system, clinic set-up and staff training.
- Participate in the assessment, creation and revision of all Operations Manuals, including New Employee Training and Clinic Procedures.

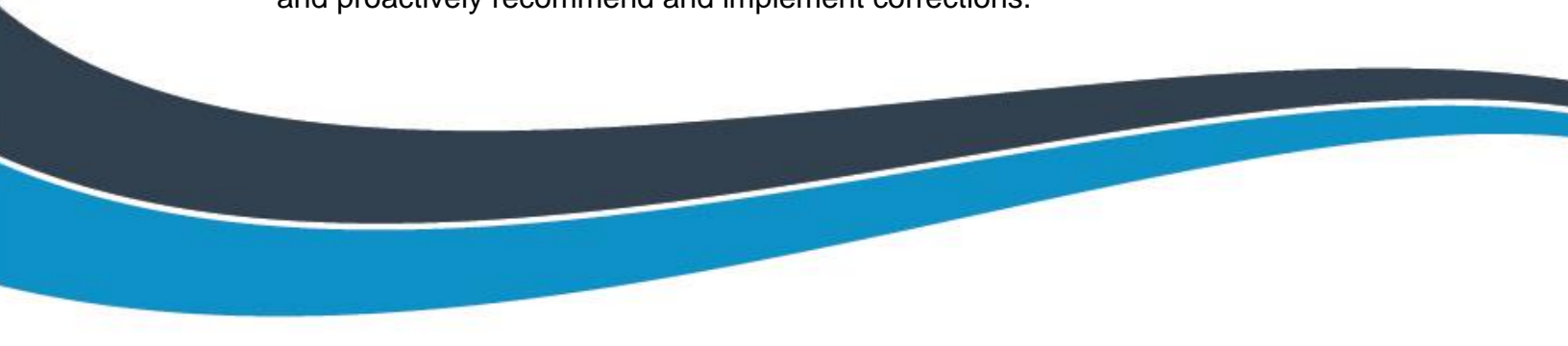
Operational Support:

- Finance: Monitor reports, gather center information, and oversee accounting – receivables.
- Analyze: Clinic potential and initiate plans with Senior Management to increase business.

Human Resources:

- Oversee, participate and monitor activities and processes associated with all clinic staff including, training, scheduling, performance reviews and disciplinary actions.
- Assist with education of new and existing employees to achieve maximum success in the field.
- Participate in the interview process for new employee recruitment.
- Be able to maintain excellent working relationships with administration and professionals, fostering a culture of teamwork.

Patient and Customer Services:

- Oversee, monitor and respond to patient and customer satisfaction levels.
 - Assist with programs to enhance patient recruitment and retention.
 - Ensure that the clinic staff adheres to the company's mission of providing high quality customer service.
 - Respond to all customer concerns, identify cause of customer problem/complaint and proactively recommend and implement corrections.
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Centre Management:

- Monitor and ensure high-quality appearance of waiting room, hallways, bathrooms, and employee work area.
- Initiate appropriate action for facility needs using existing guidelines, procedures and service/contractor supports.
- Manage all leases in area and follow lease procedures.
- Conduct clinic audits to assess facility and equipment compliance with standards.
- Coordinate all scheduled repairs, calibrations and equipment management practices.

Marketing and Business Development:

- Oversee and execute internal and external marketing plan for region.
- Coordinate with marketing staff opportunities for involvement with community events, health fairs and promotion events.
- Assist with coordination and implementation of physician marketing including the community base social network marketing plan.
- Ensure that all communications to/from customers (by phone, correspondence or face-to-face) promote customer satisfaction and revenue production.
- Identify new site opportunities.
- Create regional alliances.

Financial:

- Prepare scheduled reports for monthly and yearly clinic operational and performance analysis.
- Compile, analyze all receivable reports and work directly with clinic staff to resolve balances.
- Monitor and update all industry/insurance payer changes to benefit codes, allowances, procedures and practices.

Note: Travel will be an essential part of this role.

Please send a cover letter and a resume in confidence to:

Human Resource Administrator

290 McGill Street, Suite A
Hawkesbury, ON K6A 1P8
Email: hr@helixhca.com

