

**We're looking for a dynamic Regional Manager for Central Ontario (Barrie, Muskoka and Toronto) to join our team** 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. The successful candidate must be able to transition to a full-time position following maternity leave replacement period (12 months). The ideal candidate will assume functions in a related role.

You will enjoy the benefits of:

- Competitive salary package
- Health and dental benefit program

**ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.**

**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 (includes Licensed Professionals).
- Communicate center goals, provide leadership and motivation to all clinics to achieve goals.
- Coordinate acquisition administrative transitions specific to HARP, 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 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 recruits.
- 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.

### **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 based 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.

### **Qualifications we are interested:**

- Minimum 5 years' management experience or specific post-secondary education in areas of accounting and business administration.
- Knowledge of the Hearing Care industry or the Health Care field is beneficial.
- Experience working in an audiology practice is beneficial:
  - Master's degree or equivalent in Audiology or appropriate training (1000 hours complete) as a Hearing Instrument Specialist.
  - Board Certification or eligible for registration with CASLPO or AHIP.
  - Dispensing experience an asset.
- Strong and proven background in administrative practices and business office procedures.

If this describes you, we would like to start a personal conversation about what we can offer you. Apply today!

*Lifestyle Hearing is committed to fair and accessible employment practices and welcomes and encourages applications from candidates with disabilities. Accommodations are available on request for candidates taking place in all aspects of the selection process. If you require further information, please contact our Human Resources Department at [hr@helixhca.com](mailto:hr@helixhca.com).*