**Audiology Area Manager – Ottawa East - Maternity Leave**

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 hearing healthcare services to the patients we serve.

One-year term. Possibility of extension.

**Knowledge of the Hearing Care industry is ESSENTIAL. Audiologists or Hearing Instrument Specialists strongly preferred.**

JOB SUMMARY: To effectively supervise and manage Helix Clinics operating activities and processes while ensuring clinic business objectives are achieved within the designated area of responsibility.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Administration and Supervision:

Ensure all offices flow adheres to Helix best practices, including schedule management, patient management and revenue maximization.

Oversee and monitor operations to ensure optimum use of staff time and resource efficiency while promoting achievement operating goals.

Manage operating procedures, including portions of HARP, directly related to Clinic management while ensuring adherence and compliance to regulations.

Monitor patient chart processing including proper assembly, maintenance and completion

Plan and oversee center communications including monthly staff meetings (includes Licensed Professionals)

Ensure all reporting and communication requirements are accurate and timely

Assure money handling follows established procedures

Maintain knowledge of all departments within Helix and how each function and supports clinics

Maintain knowledge of product/equipment including minor trouble shooting, working knowledge of vendors and contractor services.

Communicate center goals, provide leadership and motivation to all clinics to achieve goals

Oversee product inventory and restocking according to established procedures

Other duties as assigned. 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: (working closely with the HR Manager)

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.

Assist with recruitment pre-interviews to provide the most suitable candidates.

Be able to maintain excellent working relationships with Administration and Licensed Professionals while fostering a culture of teamwork. Patient and Customer Services:

Oversee, monitor and respond to patient and customer satisfaction levels.

Assist with programs to enhance retention and recruitment.

Ensure that the center staff adheres to Helix 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’s needs using existing guidelines, procedures and service\contractor supports Marketing and Communications

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 and capitalize on incremental revenue opportunities by creating and implementing suggestive selling programs (accessories, education classes, etc.) Qualifications include:

Minimum 3 years management or related experience

**Knowledge of the Hearing Care industry or the Health Care field is ESSENTIAL.**

Specific post secondary education and/or equivalent experience in areas of accounting and business administration an asset

Strong and proven background in administrative practices and business office procedures

**If the above describes you, we would love to start a conversation about what we can offer you.**

**Submit your resume in confidence to:** **dcampbell@lifestylehearing.com** **.**