

JOB DESCRIPTION

Job Title: Clinical Supervisor - KMS
Department: Key Medical Services
Reports to: Chief Administrative Officer of KMS/KMA
Status: Exempt
Date: March 2024

Position Summary:

Responsible to oversee the daily and long-term operations of the Key Medical Services clinic, this includes the coordination with outside vendors, supervising the onsite KMS Medical Assistants, and collaborating with physicians and other professionals to optimize workflows and ensure efficiencies to best serve patients.

Essential Functions:

- Regular and predictable on-site attendance.
- Responsible for the daily and long-term practice management operations of assigned Key Medical Services' clinic(s), including staffing resolutions, customer service interventions, and other everyday problem-solving.
- Determine procedures to ensure efficient and effective workflows.
- Collaborates with providers and other professionals regarding clinic setup, schedule, and workflows.
- Responsible for reviewing and adjusting workflows to optimize results of key performance indicators in the areas of operations and budget.
- Coordinate and oversee outside vendors for clinic operations as needed.
- Assist in creating, evaluating, and updating KMS policies and procedures.
- Day-to-day supervision and direction of assigned personnel including performance evaluation, staff development and training.
- Follow safety rules when performing all tasks.

Knowledge, Skills, and Abilities:

- **English Language** – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Computers and Electronics** – Knowledge of electronic equipment and computer hardware and software, including applications and programming.
- **Active Listening** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** – Understanding written sentences and paragraphs in work-related documents.
- **Monitoring** – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Near Vision** – The ability to see details at close range (within a few feet of the observer).
- **Oral Comprehension** – The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** – The ability to communicate information and ideas in speaking, so others will understand.

- **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
- **Deductive Reasoning** – The ability to apply general rules to specific problems to produce answers that make sense.

Education and Experience:

- High School Diploma or equivalent, required. Bachelor's degree preferred.
- Current driver's license and automobile liability insurance which meets liability requirements.
- Has not been sanctioned or excluded from participation in federal or state healthcare programs by a federal or state law enforcement, regulatory, or licensing agency.
- Minimum of two plus (2+) years of supervisory level experience preferred.
- UM and/or managed care experience preferred.

Work Activities, Styles, and Requirements:

- **Getting Information** – Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Documenting/Recording Information** – Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Monitor Processes, Materials, Or Surroundings** – Monitoring and reviewing information from data to detect or assess problems.
- **Communicating with Supervisors, Peers, or Subordinates** – Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Attention to Detail** – Job requires being careful about detail and thorough in completing work tasks.
- **Integrity** – Job requires being honest and ethical.
- **Cooperation** – Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- **Adaptability/Flexibility** – Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- **Dependability** – Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Schedule** - Ability to work flexible schedules that may include holidays and weekends. A 40-hour work week will be considered normal. Extra hours, working non-scheduled hours, and extra workdays may be required.
- **Environment** – Indoor with typical office environment approximately 100% of the time. Required to move (walk or drive) from one work location to another.

Physical Demands:

- Ability to walk, sit, stand, stoop, crouch and climb stairs.
- Ability to lift up to 25 pounds.
- Ability to drive a vehicle.

Compensation and Benefits:

- Pay is based on experience.
- Medical, Dental, Vision, Life Insurance, and supplemental benefits through Aflac.
- 401 (k) and Employer Sponsored Profit Sharing Plan.

Changes: This job description will be updated if duties and responsibilities change significantly.

Job functions are subject to modification based on business necessity.

ADA/FEHA: The Company will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

EEO: The Company is an equal employment opportunity employer.

Certification:

By signing below, I hereby acknowledge receipt of this job description. I have been allowed to ask – and have received answers – to any questions I had regarding the job description. I fully understand this job description. I understand that my employer may revise this job description, at its sole discretion, at any time. Furthermore, I also understand that my employer may assign additional job duties as needed.

I certify that I am fully qualified to perform the position described and can, with or without reasonable accommodation, perform the essential functions of the position.

If applicable, please list any accommodations that would be necessary to enable you to perform the essential functions of the position: _____

I understand that employment with the Company is considered "at-will". Neither I, nor the Company, is committed to continuing the employment relationship for any specific term. Either I, or the Company, may terminate the employment relationship at any time, with or without cause and with or without notice.

(Please initial below)

_____ I understand that I am currently classified as an exempt employee based on my job responsibilities. I understand that I have the opportunity to meet with Human Resources if my responsibilities change and impact the nature of my exempt classification.

For an employee who is currently performing the job, please initial below:

_____ I have reviewed the job description for my position and it accurately reflects at least 95% of the work I do on a daily basis.

_____ This job description should contain the following job responsibilities to be an accurate reflection of my daily or weekly job responsibilities: _____

Signature

Date

Printed Name