

Appendix A

Office Manager

Role Description: Full Time position 32-40 hours per week

Reports to: *Regional Manager and Leadership Team*
Works with: *Client Experience Coordinator(s) and Team Members*

Primary Objectives

- A. Client Culture
 - B. Administrative/Office Management
 - C. Team Management and Culture
 - D. Marketing
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A. Client Culture

- Ensure clients are greeted upon arrival and feel welcome
- Initial outreach to potential clients, gathering client information, and booking initial assessments.
- Ensure clients feel supported and cared for
- Empathize with client concerns and help search for solutions.
 - If solutions are possible, assist with quick online searches or helping with personal questions.
- Create a welcoming esthetic feel to clinic – adding to photo wall, motivational posters, etc.
- Ensure every client is re-booked prior to leaving the clinic

B. Administrative/Office Management

- Go to person in clinic if regional manager isn't available for customer escalations
- Prompt response to clients regarding bookings, billing, or cancellations.
- Ensure protocols are followed in emergency situations (9-1-1, providing medical information cards).
- Coordinate with CEC staff schedule organization: holiday coverage, sick day coverage.
- Managing end of month clients and receiving payment.
- Oversee and support CEC with reviewing Fall offs, Plan of Cares, ensuring they are current
- Oversee and managing client records including billing, AR, write offs
- Communication with regional manager if concerns need to be raised with landlord

- Understanding weekly scoreboards and how it affects booking/revenue
- Answer phone and email inquiries promptly
- Redirect client escalations and concerns to regional manager
- Lead one team meeting monthly
- Ensure clinic equipment and clinic space is operational, clean and safe and report all concerns to regional manager via Teams channel
- Participate in the Health and Safety of the clinic
- Responsible for ordering office supplies while staying within the clinic budget
- Ensure clinic exterior is safe and accessible
- Cash handling. Maintaining cash float and providing cash to regional manager.
- Communicate report and extension report due dates to team members (ICBC).
- Update and manage subsidy list and help clients with forms. (MOVE)
- Complete tours of gym (new clients, community OT's, university classes).
- Abide by Employee Handbook

C. Team Management and Culture

- Ensure team members feel supported and cared for
- Week at a Glance – weekly updates in Teams re happenings around the clinic
- Oversee and ensure team birthdays and celebrations are celebrated
- Keep goodies stockpiled
- Inventory control of corporate wear
- Provide support for all team members for clinic administration, clinic maintenance and upkeep
- Hold team events 2 times a year
- Discuss with the regional manager the schedule and team members utilization to suggest recruitment needs, including volunteers
- Understand the requirements for an employee or an Independent Contractor (with support)
- Organizing the onboarding process with regional manager and clinical lead

D. Marketing

- Ensure monthly newsletter sent to client list
- Responsible for follow up with potential leads through digital marketing
- Assist regional manager organizing customer events 2 times a year
- Send new content to our referral sources.
- Assist with fundraising campaigns. (CoCoPay, Holiday campaigns)

The Role Description is intended as a guide and may be updated or changed without notice. Additional duties may be assigned or eliminated based on business needs.