



5510 Abrams Rd. Ste 126 Dallas, TX 75214

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**Job Title:** Office Manager

**Location:** Dallas, Texas

**Employment Type:** Full-Time 30-40 hours/week

**Reports To:** Clinic Director

## About Us

Regen Wellness is a thriving functional medicine clinic dedicated to providing personalized, root-cause-focused healthcare. We take a whole-person approach to wellness, blending modern diagnostics with integrative therapies to help patients achieve optimal health. Our compassionate and collaborative team is committed to creating a warm, supportive environment for patients and staff alike.

We serve a wide range of patients in a welcoming, patient-centered environment. Our team values transparency, education, and a whole-person approach to healing.

## Position Overview

We are seeking an experienced and highly organized Office Manager to oversee the day-to-day administrative operations of our functional medicine clinic. The ideal candidate is proactive, detail-oriented, and passionate about holistic health. This individual will play a critical role in ensuring the clinic runs smoothly, efficiently, and professionally.

This position is ideal for someone who is passionate about holistic health, thrives in a leadership role, and is committed to creating a smooth and supportive experience for both patients and staff. As a small practice, we value flexibility, teamwork, and proactive problem-solving.

## Key Responsibilities

### *Clinic Operations*

- Oversee the smooth daily function of clinic operations, including front office workflows, scheduling, and patient communications.
- Manage administrative tasks including supply ordering, vendor management, and maintenance coordination.
- Ensure adherence to clinic policies, compliance protocols (e.g., HIPAA), SOPs, and documentation standards.
- Collaborate with the clinic director on streamlining systems, enhancing operational efficiency, and updating SOPs.
- Maintain and/or improve lab organization processes.



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### ***Team Management***

- Supervise front desk and administrative staff, including scheduling, performance feedback, and support.
- Assist with hiring, onboarding, and training of new team members.
- Promote a positive, team-oriented work culture and support ongoing professional development.

### ***Patient Experience & Communication***

- Serve as a key liaison for patient questions and concerns.
- Support patient onboarding, intake, scheduling, and follow-up coordination.
- Maintain a warm, welcoming environment and uphold high standards of customer service.
- Partner with medical staff to complete patient care coordinator duties.
- Assist front desk with checking texts, voicemails, and fax.

### ***Billing & Financial Oversight***

- Coordinate with billing team or external billing partners to manage claims, invoicing, and collections.
- Track patient accounts and assist in resolving billing issues.
- Support reporting and budgeting for the clinic.
- Manage accounts payable.

### ***Technology & Systems***

- Maintain and optimize use of the clinic's EMR and scheduling systems.
- Ensure compliance with HIPAA and data security protocols.
- Track inventory and assist in establishing pars for products and supplies.
- Troubleshoot basic tech or equipment issues and coordinate external IT support when needed.

### ***Qualifications***

- Proven experience as an Office Manager or in an administrative leadership role, preferably in a healthcare or functional/integrative medicine setting.
- Strong understanding of clinic workflows, patient scheduling, and basic medical office operations.
- Proficiency in EMR systems and Microsoft Office Suite.



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- Excellent communication, leadership, and problem-solving skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Familiarity with HIPAA and healthcare compliance standards.
- Passion for health, wellness, and patient-centered care.

## **Preferred Qualifications**

- Experience with functional or integrative medicine.
- Knowledge of supplement inventory systems and natural health modalities.
- Basic understanding of medical billing and coding.

## **Education**

- Required: Associate's degree in healthcare administration, business, or a related field.
- Preferred: Bachelor's degree in healthcare management, business administration, or a related area.

## **Experience & Skills**

- 3+ years of administrative or office management experience in a healthcare setting (functional/integrative preferred).
- Strong leadership, organizational, and multitasking abilities.
- Proficiency in using EMR systems (e.g., Jane, ChARM, or similar) and office productivity tools.
- Excellent verbal and written communication skills.
- Knowledge of HIPAA and healthcare compliance.
- Basic understanding of medical billing and insurance processes.
- Passion for holistic, patient-centered care.

## **Benefits**

- Competitive salary based on experience
- Paid holidays and PTO
- Discounts or complimentary access to clinic services and supplements
- Opportunities for continued education in functional medicine and wellness
- Supportive, mission-driven work environment