



Example of Sales Office Manager Job Description

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Our company is growing rapidly and is looking to fill the role of sales office manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for sales office manager

- Ensures compliance of department of Managed Healthcare- EOC, COMIA, HIPPA, and LAP
- Oversees effective administration of patient records, contact lenses, and insurance claims (make sure all insurance claims were put into Eyenet correctly to avoid any delay on submitting the claims)
- Follows up with patient retention recalls and confirmation from NEE appointments along with overseeing proper TAB navigation
- Ensures payroll and spiff for doctor office is inputting properly
- Ensures Contact Lens inventory is done properly
- Responsible for training/certifying all new hired associates on pretest/ AccuExam assessment and Contact lens training
- Observes and coaches on quality of AccuExam assessment and pretests
- Coaches on how to present to patient about annual supply of Contact Lenses
- Models the connection, and transition, between the exam and sales experience
- Analyzes the office's performance using the DR Dashboard and makes recommendations to improve patient flow, NPS, and CEI results

Qualifications for sales office manager

- Experience tracking and maintaining an operational budget
- Drives NPS indicators, patient retention, and exam growth
- Assists in recruiting and selecting high caliber staff

- Ensures all equipment is in good working order and required maintenance is performed and documented
- Basic Optics