



Career Opportunity

Position: General Manager

Location: Phoenix area

Summary of Position:

The General Manager is responsible for providing leadership, direction and supervision of the daily operations of the location. This is a key management position integral to the success of the company by driving standards of excellence as well as maintaining established processes to ensure outstanding customer service.

The Red Mountain Way (aka Tucson Medical Weight Loss Way):

Here at RMWL/TMWL, we hold our customers and team members in the highest regard. The Red Mountain Way is the standard by which we measure ourselves, and it's the essence of our company as we aspire to deliver only the best customer service every single day. One of the key responsibilities of General Manager is to ensure that our team members are always following the Red Mountain Way in how they interact with each other and our patients.

Responsibilities:

- Leadership: Lead by example, inspire employees to trust, promote change, set the direction, balance compassion with performance and accountability, be a coach and a mentor, be a creative thinker
- Communication: Constant and clear communication with the General Manager, employees, lead MA, Medical Director and all other management staff
- Problem Solving & Customer Service: provide compassion and empathy, listen to patients, make appropriate adjustments to policies and procedures, offer compensation to patients in order to ensure that our customer service is always the best, ensure that each patient leaves the office satisfied with the environment, service, and care

- Financial Duties: inventory, purchasing, and staffing
- Administrative Duties: production reports and employee scheduling
- Marketing: participate in marketing campaigns and product launches; efficiently train employee
- Ensure the office is operating smoothly and on schedule
- Be visible on the floor to answer questions and assist both team members and patients
- Inventory: monitoring and ordering products/supplies
- Ensure compliance of dispensing medication
- Employee scheduling and payroll
- Complete the Manager Production Reports & the Manager Daily Checklist
- Customer Satisfaction Surveys; ensuring they are promoted & completed; review daily and follow up on complaints
- Communicate with all locations and upper management of any issue that could affect a specific location or department, follow up to ensure that every issue is taken care of appropriately and immediately
- Provide the staff with continuous training on improving customer service skills and the best ways to present all products and services
- Handle complaints using appropriate forms and policies
- Be trained and able to step into any role within a location when necessary
- Conduct daily “Quick Huddle” shift meetings; review team training, monthly specials and updates on protocols
- Schedule/run Monthly Team Meetings: Review up-dates, Review Customer Satisfaction Survey results, Review monthly specials, Review incentive goals & update, Encourage the staff
- Employee Evaluations: Perform at the end of introductory period, Bi-Annually and Annually; Receive Employee Self Evaluations
- Create Improvement plans and perform disciplinary actions; Ensure continues employee production
- Provide discretionary management including discounting patient services/products
- Recruit, hire, and train new employees

Qualifications:

MUST HAVE:

Excellent work ethic: Demonstrates integrity and a positive attitude, always productive and gives 100%, organized and focused, a team player who treats leadership with respect, has excellent attendance, is continuously learning and willing to ask for help

Multi-tasking skills: Having the ability to perform multiple administrative tasks at one time, excellent time management skills and the ability to assess what is most important

Professional personal presentation

Excellent communication skills: including the ability to listen and empathize

Outstanding customer service skills: Having the ability to give opinion, make decisions and delegate responsibilities

Ability to motivate and cultivate the respect of others

Ability to influence others in a positive manner

Strong, independent judgment skills, as well as the ability to make effective decisions quickly

PREFERRED:

Three or more years of experience with customer service in a supervisory or management role

Three or more years of experience in healthcare or spa industry

Computer experience with patient scheduling software and basic computer knowledge

Education:

Bachelor's Degree in Business Administration or related field.

Positions available immediately. Email resumes to recruiter@redmountainweightloss.com