

Job Description: Administrative Assistant – Lake Michigan Region

Position Summary:

The Office Manager for the Lake Michigan Region serves in a frontline administrative and patient support role focused on strengthening the day-to-day operations of Alliance Women's Clinic throughout the Lake Michigan Region.

This position serves as the first point of contact for many patients seeking care, whether through phone calls, appointment scheduling, electronic communication, or in-person clinic visits. The Office Manager plays a critical role in creating a welcoming, professional, and compassionate experience for women and families while helping maintain efficient and organized clinic operations.

The Office Manager assists leadership, medical personnel, and support staff with scheduling, communication, patient coordination, organizational systems, and general administrative responsibilities. This position is essential to ensuring patients receive excellent service and that clinic operations function smoothly and effectively.

In addition to these responsibilities, the Office Manager provides oversight and support to Administrative Assistants throughout the Lake Michigan Region, helping promote consistency in administrative processes and patient experience across regional clinic locations.

The Office Manager is expected to demonstrate professionalism, adaptability, strong communication skills, organizational ability, compassion, and alignment with the mission and values of Alliance Family Services.

Reports To

Regional Director – Lake Michigan Region

Supervises

Administrative Assistants – Lake Michigan Region

Qualifications

1. Fully agrees with and is willing to uphold the Statement of Faith, Statement of Principle, Biblical Code of Conduct, Commitment of Care, Bylaws, and Policies + Procedures of Alliance Family Services.
2. Exhibits strong interpersonal communication skills and demonstrates the ability to interact professionally with patients, staff, volunteers, and the public.
3. Strong organizational skills and attention to detail.
4. Ability to manage multiple responsibilities and priorities in a fast-paced environment.
5. Ability to maintain confidentiality and professionalism in sensitive situations.
6. Demonstrates initiative, adaptability, and a positive team-oriented attitude.

7. Proficiency with office software, scheduling systems, email, and standard administrative tools preferred.
8. Administrative, receptionist, customer service, or office support experience preferred.
9. Prior leadership or supervisory experience preferred.

Responsibilities

Patient Relations & Front Desk Operations

- Answer phones and assist patients in a professional, compassionate, and timely manner.
- Schedule appointments and assist with patient communication and follow-up.
- Welcome patients and visitors to the clinic and provide a positive first impression of Alliance Women's Clinic.
- Assist patients with forms, check-in procedures, and general questions.
- Help ensure every patient interaction reflects the mission, values, and professionalism of Alliance Family Services.

Administrative Support

- Complete administrative and clerical tasks related to clinic operations.
- Maintain accurate records, documentation, and organizational systems.
- Assist leadership, medical personnel, and support staff with administrative needs and operational projects.
- Assist with inventory management, supply organization, and office coordination.
- Support communication efforts and scheduling coordination throughout the region.

Administrative Oversight

- Provide day-to-day support and assistance to Administrative Assistants throughout the Lake Michigan Region.
- Help promote consistency in administrative procedures, patient communication, and front desk operations across regional clinic locations.
- Assist with onboarding and training of new Administrative Assistants as requested.
- Serve as a resource for Administrative Assistants regarding scheduling, administrative processes, and operational questions.
- Provide input to regional leadership regarding administrative operations and staffing needs when requested.

Organizational Support

- Participate in staff meetings, trainings, and organizational initiatives as requested.
- Maintain confidentiality and professionalism in all patient and organizational interactions.
- Operate within organizational structure and leadership authority.
- Demonstrate professionalism, teamwork, adaptability, and alignment with organizational mission and values.
- Participate in performance evaluations and goal-setting processes with leadership.