Dear Alternative Clinic Community!

As Laura, who has managed our front desk for the last four years, becomes a practitioner at the clinic in January, we are looking for a special person to take on her position of **Clinic Operations Manager**, overseeing the day to day of our front desk and pharmacy.

While we cannot hire current patients to protect privacy and the nature of our clinical relationships, we would love your help spreading the word of our job opening. Some of the best people are found through personal connections, and we cannot think of a better community to reach out to than you–the patients who know the clinic so well.

Perhaps you know someone who is exceptionally organized, enjoys working with people, and has a natural ability to keep a busy workplace running smoothly. Someone who takes pride in their work, appreciates a small, dedicated team, and would find satisfaction in supporting a clinic devoted to improving health in our community?

We are looking for someone who sees this as more than a job—someone who would enjoy becoming an integral part of our clinic for a long time to come. This is a full-time position, 40 hours per week, starting at $25 per hour. Medical benefits are available. This position will be salaried with pay increase after one year of employment.

If someone comes to mind, we would be grateful if you would share the job description below with them. You are also welcome to forward this to anyone in your community who might be a good fit. Thank you for being part of The Alternative Clinic community and for helping us find the right person to join our team!

Warmly,

Andrew & JulieAnn

The Alternative Clinic

Clinic Operations Manager

We are seeking an organized, capable, and personable **Clinic Operations Manager** for our busy downtown Asheville Chinese medical clinic. The clinic operations manager keeps the front of house working smoothly, allowing our practitioners to focus on what they do best: caring for patients and teaching the next generation of practitioners.

The Position

Our Clinic Operations Manager serves as a central point of communication between patients, practitioners, clinic residents, other Asheville businesses and the community at large.

Responsibilities include:

- Overseeing daily clinic operations, scheduling, and patient flow
- Managing front desk operations and pharmacy staff
- Supporting billing, payments, and general business administration
- Maintaining organized systems, records, and office procedures
- Managing supplies, inventory, and relationships with vendors
- Ensuring a professional, welcoming, and efficient experience for every patient
- Maintaining and developing relationships for mutual support with local businesses

Who We're Looking For

The ideal candidate is someone who enjoys taking ownership of their work and finds satisfaction in creating order, solving problems, and helping others succeed. They are looking for a long term position and can commit to a minimum of two years in this position.

We value:

- Exceptional organizational skills and attention to detail
- Strong interpersonal and communication skills
- Confidence managing multiple responsibilities in a busy environment
- Initiative, sound judgment, and the ability to work independently
- Comfort with Macintosh computers, scheduling systems, and basic office technology
- Professionalism, discretion, and respect for patient confidentiality
- A positive, collaborative attitude and genuine interest in the work of our clinic

Previous experience in healthcare, office management, or small-business operations is preferred. Familiarity with Chinese medicine is welcome but not required. More important than experience in Chinese medicine is finding someone with the right combination of competence, character, and commitment.

Compensation & Benefits

- **Schedule:** Full-time, 40 hours per week
- **Starting pay:** $25 per hour
- **Compensation progression:** Transition to salaried position after one year
- **Benefits:** Medical benefits & educational opportunities
- **Work environment:** A small, dedicated team in a reputable, not for profit Chinese medicine clinic

Interested in Joining Us?

We would love to hear from individuals who are excited by the opportunity to play an important role in the continued growth of The Alternative Clinic.

Please send your résumé and a cover letter introducing yourself and explaining why you would be a good fit to:

clinic@alternativeclinic.org

The Alternative Clinic is an equal opportunity employer.