



Practice Administrator

Full-Time | Leadership Position

About Us

Complete Hearing & Balance is a growing, patient-focused audiology practice dedicated to providing exceptional hearing and balance care to our communities. With multiple locations and a commitment to clinical excellence, innovation, and compassionate service, we are seeking an experienced Practice Administrator to lead the operational and business functions of our organization.

The Practice Administrator will play a key role in supporting practice growth, improving operational efficiency, developing our team, and ensuring an outstanding patient and staff experience.

Position Summary

The Practice Administrator oversees the daily operations, financial performance, human resources, and strategic initiatives of the practice. This role partners closely with the owner to ensure the practice achieves its goals while maintaining a strong culture of teamwork, accountability, and patient-centered care.

The ideal candidate is a strategic, organized, and hands-on leader with experience managing healthcare operations, preferably within a medical clinic or specialty practice environment.

Key Responsibilities

Practice Operations & Leadership

- Oversee daily operations across multiple clinic locations in Thurston and Lewis counties
- Supervise administrative and clinical support staff
- Develop, implement, and improve operational workflows and processes
- Ensure efficient scheduling, patient flow, and exceptional patient service
- Ensure effective communication and accountability
- Support continued growth and expansion initiatives
- Maintain compliance with healthcare regulations, HIPAA requirements, and industry standards

Financial Management

- Monitor practice financial performance, revenue cycle, and operational metrics
- Review CPA-prepared financial reports, expenses, collections, and profitability reports

- Identify opportunities to improve efficiency and financial performance
- Collaborate with and oversee billing team to optimize reimbursement processes
- Negotiate contracts with insurance companies and service providers
- Assist with strategic planning and long-term business development

Human Resources & Team Development

- Lead recruitment, onboarding, and retention initiatives
- Manage scheduling, payroll and all other related HR functions
- Develop and maintain employee policies and procedures
- Facilitate, oversee and maintain provider credentialing
- Support performance management, employee engagement, and professional development
- Conduct performance evaluations, address employee relations, conflict resolution and workplace culture concerns
- Promote a positive workplace culture focused on collaboration and accountability
- Partner with leadership on compensation structures and employee programs
- Oversee and lead employee training initiatives

Patient Experience & Growth

- Ensure a high-quality patient experience throughout all touchpoints
- Support marketing, outreach, and community engagement initiatives
- Track growth metrics and identify opportunities for improvement
- Encourage a culture of service excellence

Administrative/Compliance and Regulatory Oversight

- Manage vendor relationships and operational partnerships
- Oversee administrative systems and technology improvements
- Ensure compliance with HIPAA, OSHA, CMS and other healthcare regulations
- Maintain documentation, compliance standards, and internal procedures
- Provide leadership reporting and recommendations to ownership

Qualifications

- Bachelor's degree in healthcare administration, business administration, or related field preferred
- 5+ years of healthcare management or practice administration experience

- Experience managing a medical clinic or specialty practice strongly preferred
- Multi-location management experience preferred
- Strong understanding of healthcare operations, financials, and workflow optimization
- Excellent leadership, communication, and problem-solving skills
- Ability to manage competing priorities in a fast-paced environment
- Strong organizational skills and attention to detail

Preferred Experience

- Audiology, ENT, optometry, dental, or other specialty healthcare background
- Experience with practice management software and electronic medical records
- Knowledge of revenue cycle management and insurance processes
- Experience leading teams through growth and change

What We Offer

- Competitive salary based on experience
- Leadership opportunity within a growing healthcare organization
- Medical, dental, and vision benefits
- 401(k)
- Paid time off and holidays
- Professional development opportunities
- Collaborative and supportive work environment

Our Ideal Candidate

You are a confident and compassionate leader who enjoys building systems, developing people, and helping a healthcare organization grow. You bring both strategic vision and the ability to jump in and solve problems when needed.

Apply today and help us continue improving lives through better hearing and balance care.