

Job Description & Specification

Grade & Designation	Centre Manager / Asst Manager
Department	Operations
Key Relationship	Patients, Consultants, HRD and other Functional heads.
Reporting to	Operation Manager
Job Purpose	This position's main Role & Responsibility is to manage overall functioning of clinic and liasoning with the Head Office whenever required.
Main Responsibility	<p>It is the responsibility of Centre Manager / Asst Manager to keep track on daily basis at regular intervals and follow the below mentioned procedures</p> <ul style="list-style-type: none"> • Ensure that all departments maintain Suraksha service standards, facility standards and Quality standards. • Responsible for ensuring all reports at the earliest (2 hrs for Radiology reports) latest by 6 pm including urgent reports and emergency reports. • To ensure that Tests are only done after billing and test done is marked only after the test is completed in the user Id of the person conducting the test or sample collection. • To ensure that all tests/Bills cancellation are done on the same day. • Responsible for Development and Motivation of all Staff members. HR Activities (to update roster regularly and update irregularity status and leaves in Axapta on a daily basis) • Handle departmental and patient grievances effectively. • Focus on OPD business, Health Package Promotion and RWAs and health camps to increase footfall.
KRA	<ul style="list-style-type: none"> • Productivity (Shortest TAT for tests and reports) 20% • Quality (maintain Suraksha Quality standards in the testing and collection department)10% • SOP (adherence to SOP by all departments) 20% • Service (Suraksha Quality of service and facilities across all depts.)30% • Morale (Team work /cross functioning, motivation level of staff) 20%
Knowledge/Skills	<ul style="list-style-type: none"> • Situation Handling • Leadership quality and team work

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| | <ul style="list-style-type: none">• Integrity and ethical in dealings• Meticulous and systems driven |
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