



POSITION: Manager, AOMA Herbal Medicine
SUPERVISOR(S): AOMA Herbal Medicine Senior Manager
DEPARTMENT: Retail Business Operations, Clinical Business Operations
LOCATION: AOMA Herbal Medicine – all locations

PURPOSE: The AOMA Herbal Medicine Manager is responsible for effectively and efficiently overseeing the operations of a busy retail site, as well as for working with the Senior Manager to assure excellent quality of staff performance, customer service, and educational support, grow and promote retail business, and build a positive store and team environment conducive to AOMA's mission to transform lives and communities.

EDUCATION RELATED SKILLS:

Retail Business operations; Traditional Chinese herbal formula creation; Clinical practice education and support; Student herbal education support; Personnel management; Interpersonal communication skills; Goal-setting and follow-through; Policy/Procedure creation and enforcement; Marketing, business promotions, social media; Project management; Problem-solving; Customer service.

GENERAL DESCRIPTION

- Oversees all aspects of the business administration and operations of AOMA's North herbal dispensary and retail location, while providing exemplary customer service to all students, patients, and faculty.
- Responsible for daily tasks associated with dispensing herbs, filling formulas, and maintaining clean standards in the AOMA Herbal Medicine South compounding room.
- Assists Senior Manager with developing and implementing quality improvement systems to assure a high level of customer service and educational support in all areas of AHM operations.
- Assists with developing and implementing systems and procedures, and assures improved outcomes of those systems, to facilitate business growth, increase store efficiency, drive customer satisfaction, boost employee performance and morale, benefit AOMA's practitioners, and overall improve the retail business operations environment.

DUTIES

- Serves as a public relations representative of AOMA in interactions with patients, practitioners, faculty, staff and student interns.
- Responsible for overall AHM South faculty support services and intern/observer communications.
- Develops, implements, maintains, and manages AHM South retail operations, financial control policies, reports and procedures, retail business statistical information, marketing effectiveness data, inventory management and financial audit information, etc. and communicates to relevant administrators as needed.
- Ensures that South store herb room and store floor are clean and stocked with necessary materials.
- Supervises and assists student clinic interns in making herbal formulas.
- Maintains knowledge of national herb standards, rules and regulations and assists Senior Store Manager with keeping AOMA community informed of new policies/procedures, products, and events.
- Assists with organizing AHM booth for Southwest Symposium, including merchandise and shift coverage
- Updates costs/prices in POS when necessary.
- Manages South store displays and merchandising, and the communication of special promotions and events, including monthly product sales, annual holiday sales, etc.
- Oversees quality of products and ordering requirements.
- Responsible for AHM South budget to actual income & spending.
- Responsible for interviewing, hiring, training, and performance evaluations of AHM South employees.
- Meets regularly with all employees as well as with Senior Store Manager and Director of Clinical Business Operations.

- Provides coaching/shadowing and counseling for employees as needed to drive performance, improve store efficiency, and benefit the store environment.
- Develops AHM South employee schedule and approves timesheets.
- Coordinates with South store employees on regular location-specific inventory management processes and procedures. Assists with annual multi-location inventories and subsequent data entry.
- Provides coverage as needed for employees.
- Communicates retail needs and concerns to appropriate administrators.
- Assists with creation and implementation of department strategic plan with yearly goals for the herbal dispensary, aligned with the AOMA strategic plan, to include relevant marketing plans, outcome measures, and timelines.
- Responsible for implementing department institutional effectiveness plans, goals, and outcomes as set by Director of Clinical Business Operations and Senior Store Manager.
- Ensures that employees understand and follow all policies and procedures outlined in AOMA manuals.
- Ensures compliance with all federal, state, and local healthcare and safety laws and regulations, including OSHA, HIPAA, and FERPA.
- Attends and participates in OPCO meetings; attends and participates in marketing meetings, Clinic Oversight Committee, Student & Intern Meetings, etc. as requested.
- Performs all other duties as assigned.

MINIMUM REQUIREMENTS

- Texas Licensed Acupuncturist
- 2 years' experience in personnel management position
- Excellent problem solving, personnel management, and communication skills
- Point of Sale System (POS) experience, QuickBooks POS preferred but not required
- Ability to use Microsoft Office – Word, Excel, Outlook, PowerPoint

PREFERRED QUALIFICATIONS

- Bachelor's degree in business administration
- 2 years' experience managing a medical retail business or working in an acupuncture school
- Experience in developing, managing, and improving financial control systems for profitability and integrity of operations

PHYSICAL REQUIREMENTS

- Travels between retail locations regularly
- Transports supplies between retail locations regularly
- Standing will be required for several hours at a time
- Walking, stooping, kneeling, crouching, reaching and twisting as needed
- Regularly moves/transport, lifts up to 25 pounds (over 25 pounds with assistance)
- Attention to detail essential, including proofreading documents and lines of text and numbers
- Computer use for several hours at a time will be required

This is a full-time, salaried position with benefits.