
Carolina Eye Associates, P.A.

Notice of Position Opening

Manager of Patient Care

Center: Pinehurst
Status: Full-Time
Reports to: Chief Operating Officer
Salary Range: TBD
Supervision Exercised: Pinehurst & Satellite Center Patient Care Employees
Pinehurst Center Patient Care Supervisors

Job Summary:

Delegates and oversees the daily operations of the Patient Care Department and supervises the Patient Care Supervisors in the Pinehurst Center.

Job Responsibilities:

1. Oversees the preparation of weekly and daily staff schedules.
2. Interviews and participates in hiring of new Patient Care employees.
 - Oversees initial orientation and training of new Patient Care employees.
 - Performs three-month evaluation of new employees.
3. Delegates computation of Patient Care employees time cards on a bi-weekly basis.
4. Supervises and evaluates specific employees in the department, including supervisors.
5. Delegates maintenance of equipment (includes calibration, cleaning, and repair).
6. Delegates maintenance of inventory of supplies.
7. Works with management of ambulatory surgical center to ensure efficient coordination of both organizations.
8. Assists patients and family members as necessary.
9. Assists with personally covering staffing as necessary.
10. Plans and conducts department meetings.
11. Performs other Patient Care or supervisory tasks and completes special tasks as necessary.
12. Serves as resource for personnel in all centers as needed.
13. Maintains patient confidentiality.
14. Maintains service and maintenance contracts on equipment.
15. Other duties as requested.

Education and Experience:

COT certification preferred. Minimum 5-10 years of experience in ophthalmic patient care.

Performance Requirements (Knowledge, Skills, & Abilities):

- Knowledge of ophthalmology at COT level.
- Knowledge of CEA policies and procedures.
- Knowledge of Medicare and reimbursement regulations.
- Skill of ophthalmology at COT level, including patient assessment skills.
- Skill at identifying problems and researching and identifying effective resolutions.
- Skill at exercising a high degree of initiative judgment, discretion, decision making, and problem solving.
- Skill at planning, organizing, delegating and supervising.
- Ability to relate with people in a pleasant, professional, courteous and positive manner.
- Ability to establish and maintain effective working relationship with doctors, patients, co-workers, and public.
- Ability to react calmly and effectively in emergency situations.

- Ability to interpret, adapt, and apply guidelines and procedures.
- Ability to communicate effectively in writing and verbally.
- Ability to serve as a resource.
- Ability to identify problems and recommend solutions.
- Ability to maintain confidential information.
- Ability to work flexible hours, overtime (more than 8 hours a day or more than 40 hours a week).

Typical Physical Requirements:

Requires ability to meet physical demands of standing for extensive periods of time, documenting charts and forms in standing or sitting position, pushing patients in wheelchairs, assisting patients while walking. Requires ability to reach and stretch while using equipment or assisting physicians. Requires the ability to perform duties in confined work areas. Requires normal visual acuity and hearing.

Carolina Eye Associates reserves the right to change or modify job duties & essential functions at any time. Note further that the above list of job duties and essential elements is an attempt to adequately describe this position, but cannot be considered to be an exhaustive list.

*New Employees are required to: (1) Successfully pass a drug screen, (2) Successfully pass a health screen.

If interested in applying for this position, please submit current resume to Cher Thewes by close of business on Tuesday, April 21, 2026. cher.thewes@carolinaeye.com