



Operations Manager: Multi-Provider Health Clinic

Company: Prince Health

Location: The Woodlands, TX

Employment Type: Full-time, on-site

Schedule: Clinic hours, approximately 40 hours per week

Compensation: \$55,000 to \$70,000 base, plus \$10,000 to \$20,000 annual bonus potential

Lead the Team That Runs the Clinic

Prince Health is hiring an Operations Manager to own the day-to-day operation of our clinic: the systems, the procedures, the training, the coaching, and the numbers.

This is a leadership role, not an administrative one. You will not be sitting in an office managing a spreadsheet from a distance. You will be on the floor with the team, setting the standard, catching problems before patients feel them, and developing the people around you.

We are looking for a team leader. There is a difference. A manager assigns tasks and reports on results. A leader sets the pace, coaches people to get better, builds the process that makes good work repeatable, and takes ownership of whether the clinic hits its goals.

If you like walking into a clinic and making it run better every month, this role is built for you.

About Prince Health

Prince Health is a faith-based, multidisciplinary practice in The Woodlands, founded in 2018 by Dr. Ashley Prince, DC. We do root-cause healthcare: functional medicine, regenerative medicine, chiropractic care, IV and wellness therapies, and clinical nutrition, all under one roof.



Five clinical departments. Eight-plus providers and staff. More than 390 Google reviews at a 4.9 average. Dr. Prince is nationally recognized for developing a chiropractic protocol that restores taste and smell after COVID-19, featured across every major US news network.

For our team, this is not just a job. It is a mission: that people experience hope, health, and wholeness, and reach their full God-given potential. We are explicitly Christian. We open with prayer, we work hard, and we celebrate life change with the patients and families we serve.

Why that matters for this role. Our patients arrive tired and skeptical, often after cycling through the system without answers. What we promise them is depth: real evaluation, a personalized protocol, and measurable progress. Delivering that consistently across five departments takes more than good clinicians. It takes systems that hold, a team that is trained and supported, and someone accountable for making the operation run.

That is this job. You will not be adjusting patients or reading labs. You will be building the operation that lets our providers do their best work and makes sure every patient experiences the same standard of care, whichever door they came in through.

What You'll Do

As Operations Manager, you will be responsible for how the clinic runs every day and whether it hits its targets every quarter.

Team Leadership and Coaching

- Lead the day-to-day performance of the clinic support team.
- Run regular one-on-ones and coaching conversations with team members.
- Set clear daily and weekly expectations, then hold the team to them.
- Identify skill gaps and build development plans to close them.
- Step in and work alongside the team during busy periods, call-outs, and coverage gaps.
- Resolve friction between roles and departments before it affects patients.
- Escalate personnel matters that require formal action to the HR Director.

Day-to-Day Operations



- Own the flow of the clinic day: patient flow, provider readiness, room and equipment turnover, and front-desk performance.
- Coordinate scheduling across five departments, including chiropractic, functional medicine, regenerative medicine, IV and wellness therapies, and nutrition.
- Build and maintain team schedules around provider availability and treatment room capacity.
- Manage shift coverage, time-off requests, and last-minute call-outs while protecting minimum coverage levels.
- Make sure staffing matches expected patient volume.
- Solve operational problems in real time and keep leadership informed of anything that needs a decision.

Systems, Process, and Procedures

- Own the SOP library. Document how work gets done, keep it current, and make sure the team actually follows it.
- Identify workflow inefficiencies and lead process improvement projects start to finish.
- Own clinic-side administration of our software systems and make sure the team uses them correctly and consistently.
- Standardize how patient records, care plans, treatment phases, recalls, and follow-ups are handled in the system.
- Build the operational side of protocol delivery: lab ordering and result follow-up workflows, treatment plan tracking, and progress check-ins so patients do not fall through the cracks.
- Build simple checklists and job aids so performance does not depend on one person remembering.

Training and Staff Development

- Deliver role-specific training for new team members after HR completes onboarding paperwork and orientation.
- Run ongoing training on systems, patient communication, and clinic standards.
- Train the team to explain our approach clearly, since patients often need to understand root-cause care before they commit to it.
- Retrain when performance slips instead of waiting for a review cycle.
- Build training materials and keep them updated as processes change.

Goals, KPIs, and Scorecards



- Run scorecard meetings and review team and clinic KPIs on a regular cadence.
- Track the metrics that drive the practice: patient visits, plan completion and retention, recall performance, new patient conversion, collections, no-shows and cancellations, and lead follow-up.
- Pull and interpret reports from our systems and turn them into action, not just commentary.
- Report clinic performance to ownership with a clear read on what is working, what is not, and what you are changing.
- Own whether the clinic hits its quarterly and annual targets.

Financial and Front-Desk Oversight

- Monitor patient accounts receivable and recurring or auto-pay billing, including follow-up on overdue accounts.
 - Define and enforce cash-handling procedures: drawer counts, deposits, and dual-control practices.
 - Perform periodic audits and reconciliations.
 - Support annual budget preparation and monitor spending against it.
 - Oversee patient payment processing, statements, and financing workflows.
 - Manage vendor relationships, supply ordering, and equipment service across all five departments.
-

What This Role Is Not

We want to be direct about scope so the right person applies.

Our HR Director is moving into a dedicated full-time HR role. She will continue to own recruiting, hiring paperwork, onboarding administration, payroll, benefits, open enrollment, personnel files, and employee relations.

You will not run payroll. You will not administer benefits. You will work closely with her, and you will be the operational voice in hiring and performance conversations, but your focus is operations, systems, training, coaching, and results.

Who We're Looking For



Skill matters. Culture matters more. Here is the bar we hold for every hire, and what it looks like in this role.

You believe healthcare can do better. You have seen how a typical practice runs and you think patients deserve more than being moved through a system. You want to build an operation that protects the time and care our model requires.

You take ownership. You see the problem, you own the fix, and you follow through without being chased. Our team is trusted to do thorough work without micromanagement, and we need a leader who operates the same way.

You are kind on purpose. Patients arrive tired and skeptical. How they are treated at the front desk is part of the medicine. You set that tone for the whole team and you hire, train, and coach for warmth as deliberately as for competence.

You lead people, not just processes. You can hold a high standard and keep the relationship intact. People work harder for you because they trust you, not because they are afraid of you.

You are at home with our faith. You do not have to share every belief, but you are comfortable working in a Christian practice that opens in prayer and treats spiritual health as part of whole-person care.

Systems You'll Work In

You do not need experience in every one of these. You do need to be someone who learns software quickly and gets a team to use it correctly.

- Practice management and EHR software (ChiroTouch)
 - CRM and lead management platforms
 - Call and lead tracking software
 - Patient payment and financing platforms (Rectangle Health, CareCredit)
 - Scheduling systems and provider calendars
 - Slack and shared drive systems
 - Digital employee handbook and SOP platforms
 - Phone system administration
-

Required Qualifications



The right candidate will have:

- Proven experience leading a team, including direct responsibility for other people's performance.
 - A track record of building or improving systems, processes, and procedures, not just following them.
 - Experience training and coaching team members, with real examples of people who got better under your leadership.
 - Comfort owning numbers and being accountable to targets.
 - Strong problem-solving skills and sound judgment under pressure.
 - Clear, direct, professional communication with team members, patients, and leadership.
 - Strong organizational skills and follow-through on details.
 - Confidence learning and administering software systems.
 - Dependability and consistent attendance. The team takes its cue from you.
 - Authorization to work in the United States.
-

Preferred Experience

Experience in one or more of the following is strongly preferred:

- Healthcare, chiropractic, dental, medical, or wellness clinic operations
- Functional medicine, integrative, or cash-pay practice operations
- Multi-provider or multi-department practice management
- EHR or practice management software administration
- Accounts receivable, collections, or cash-handling oversight
- KPI dashboards, scorecards, and performance reporting
- SOP development and documentation
- Service-business operations with a strong customer experience component
- Conversational Spanish

Candidates do not need experience in every category. We are looking for a strong operational leader with transferable skills, good judgment, and the drive to own outcomes.

What Success Looks Like



A successful Operations Manager at Prince Health:

- Knows the numbers without being asked and knows why they moved.
- Runs a clinic day that feels calm to patients even when it is busy behind the scenes.
- Builds process so that quality does not depend on who is working that day.
- Coaches team members instead of collecting complaints about them.
- Catches problems early and brings solutions, not just updates.
- Documents the work so the clinic can grow without breaking.
- Protects the patient experience that earned our 4.9 rating.
- Holds a high standard and is respected for it.
- Delivers the quarterly and annual goals the clinic commits to.

First 90 Days

- **Days 1 to 30:** Learn every role, system, department, and workflow in the clinic. Understand current KPIs and where performance actually stands.
 - **Days 31 to 60:** Take ownership of scheduling, daily operations, and scorecard meetings. Identify the three biggest operational gaps.
 - **Days 61 to 90:** Present and begin executing an improvement plan for those gaps, with clear metrics attached.
-

Physical Requirements

This position requires the ability to:

- Stand, walk, and move throughout the clinic for extended periods.
- Sit and work at a computer for extended periods.
- Occasionally lift and carry supplies or equipment up to 25 pounds.
- Communicate clearly in person, by phone, and in writing.

Reasonable accommodations may be made for qualified individuals when appropriate.

Compensation



Base salary: \$55,000 to \$70,000, depending on experience, leadership track record, and demonstrated operational skill.

Bonus: \$10,000 to \$20,000 per year based on clinic performance metrics, paid quarterly and at year end. Bonus structure is negotiable for the right candidate.

Total earning potential: \$65,000 to \$90,000 per year.

Benefits

- Full medical health benefits
 - Functional health benefits, including complimentary care at our clinic for you and your family
 - Paid time off
 - 401(k)
 - Paid holidays
-

Why Join Prince Health?

- Real ownership of operations, with the authority to actually change how things run.
 - A performance bonus tied to results you directly control.
 - A leadership team that wants systems built, not just problems reported.
 - A dedicated HR Director handling payroll, benefits, and HR administration so you can focus on operations and people development.
 - Access to functional health care for you and your family as part of your benefits, including therapies most people never get to try.
 - A faith-based practice where the work is treated as a mission, not a margin.
 - A growing five-department clinic with room for your role to grow with it.
 - A team that values ownership, communication, and treating people well on purpose.
-

How to Apply



Send your resume along with a few sentences on two things: a system or process you built or fixed and what it changed, and what draws you to Prince Health. We read those.

Apply here: