



RICHMOND

Integrative & Functional Medicine

Position: Office Manager

COMPANY: [Richmond Integrative and Functional Medicine](#)

LOCATION: Midlothian, VA

STATUS: Full-Time, In-Person

BENEFITS: Dental, Medical, Vision, Paid Time Off, Paid Holidays, Retirement

COMPENSATION: \$64,000–\$70,000 starting, depending on experience

SCHEDULE: On-site, Monday - Friday, 8:00am - 5:00pm

Why Work Here?

You're the kind of office manager who can be warm with people and firm with standards in the same breath. You read a room, notice what's shifting, and don't let things drift. You know the difference between being liked and being trusted, and you've chosen trusted every time.

RIFM is a membership-based functional medicine practice in Midlothian with four providers and a lean on-site team and a virtual team, functioning as one team. We see fewer patients than the average clinic, spend more time with each one, and our team treats each other the way we want our patients treated.

Our Director of Operations is remote. You'd be her on-ground leader—making the calls that need to be made, flagging what she needs to see, escalating when necessary. She's responsive and trusts you to lead.

Our Culture

Our team culture is built on encouragement, empowerment, education, dignity, and faith. We treat each other with respect and assume good intent. We're looking for someone who leads with empathy and accountability. Someone who can uphold standards while modeling our belief that every person was made for health. If that statement resonates as a description of how you already work, we want to hear from you.

Your Impact

You're joining a practice where the culture already runs deep. Our team knows what accountability with respect looks like. They expect integrity from leadership. You're not building that, you're inheriting it, protecting it, and continuing it forward.

By month six, your team will trust that you get it. By year one, they'll know you're serious about the standards we've already set.

You'll notice when someone's drifting and address it—not to enforce rules, but because we care about people. You'll catch problems early and fix them quietly. You'll have hard conversations that strengthen relationships instead of damaging them. You'll keep morning huddles real and intentional. You'll document what's working and what isn't. You'll escalate truthfully and never let things drift.

You'll be the steward of what we've already built. Not by accident. By commitment.

What You'd Own

You'd lead our on-site team, mentoring MAs and front office staff across a range of experience levels. You'd own daily office flow, supplement inventory, AP, AR follow-up with our billing company, and the operational systems that keep things running. You'd lead morning huddles, run weekly check-ins, draft EOD reports, keep patient care team KPI scorecards current, and escalate concerns early through the appropriate chain of command. You'd be the bridge between our on-site team and our virtual team. One team, not two, and you'd help keep that integration human and respectful.

You won't be reinventing systems on Day 1. We have a remote DOO, established workflows, and an outside billing company. Your job is to make the operation breathe, to mentor the team, hold the standard, and tell the truth about what's working and what isn't.

What You Bring

5+ years of medical office experience (front and/or back office) and 2+ years of direct supervisory experience.

You're tech-comfortable: EMR/EHR, Google Suite, QuickBooks, project management software.

You're quick to pick up new tools. You document carefully. You escalate early. You don't absorb other people's responsibilities, and you don't let things drift.

Most of what you need to know about RIFM you couldn't learn in a course anyway.

How We Hire

We hire carefully here. We'd rather leave this seat empty than fill it with someone who isn't right. We've learned that lesson the hard way. The process includes a phone screen, an on-site conversation, a paid full-day shadow, a paid mini ops-audit assignment for finalists, and reference calls, including with a former direct report.

Your Next Step

If this sounds like the seat you've been hoping was out there, [apply here](#). We respond to every application.