

Role: General Manager**Date posted:** February 10, 2026**Pay:** CA\$55,000.00–CA\$60,000.00 per year**Job description:**

Prime Performance & Therapy is a busy, reputation-driven clinic known for being among the top facilities on the Central Island. As we expand into our brand-new location in the beautiful Comox Valley, we are looking for a dedicated Clinic Manager to be the "heart of the house" and a driving force behind our continued success.

The Role: Leading the Prime Way

At Prime, we are a therapist-centered, tight-knit family. Our Manager isn't just an administrator; they are an integral member of the team who ensures our interdisciplinary environment remains organic, collaborative, and thriving.

You will be the bridge between our practitioners, athletes and our patients, ensuring that the "shared patient experience" remains at the center of everything we do.

Role Summary:

The General Manager will organize and coordinate office administration and procedures in order to ensure organizational effectiveness. The Clinical Manager is responsible for developing intra-office communication protocols, streamlining administrative procedures, office staff supervision including task delegation, marketing and budgeting. The ideal candidate will be well organized, thorough, flexible, and enjoy the challenges of supporting a growing company.

You must be:

- Knowledgeable about all the different practices Prime' has to offer (Chiro/Physio/RMT/ Kinesiology).
- You must be adaptable, efficient and attentive to detail.
- Jane app experience.
- Have experience at the front end of an office (2+ years).
- Have computer proficiency (Google drive, Google Calendars, Microsoft Office).
- Be an independent self-starter and able to take initiative.
- Excellent verbal and written communication skills.
- Strong organization and time management skills.
- Have the ability to prioritize workload and have flexibility to manage multiple tasks without supervision.
- Have full understanding of productive scheduling.

Responsibilities of our Manager:

- Assess and monitor ongoing staff and practitioner needs.
- Monitor weekly accounting reports, as well as manage bi-weekly payroll.
- Manage all accounts receivables.
- Creation , registration and management of all athletic programs.
- Basic human resource with incident reporting upkeep of staff well being.
- Create job descriptions, initiate postings, participate in the recruitment and onboarding of staff, and provide orientation and training to new employees.

- Allocate tasks and assignments to subordinates and monitor their performance.
- Perform review and analysis of projects and office operations, and keep management properly informed.
- Communications for social media posts and community outreach.
- Proactively seek information and education about treatment, education, programs and services to support business growth.
- Design and implement filing systems; while ensuring security, integrity, and confidentiality of data.
- Perform customer and vendor account reconciliations and analysis.
- Establish strong relationships, communication, and liaise regularly with staff, managers, operations, and customers on a regular basis.
- Perform ongoing, shift-specific duties (administrative and other) related to the operations of the front desk area and therapy clinic.
- Maintain a clean and tidy environment.
- Schedule, book and take payments for appointments, classes, and programs.
- Develop invoices for programs/clinic clients.
- Website maintenance.
- Answer or make telephone calls, return emails and take care of client or visitor requests and inquiries.
- Educate clients about the scope of Prime' business and how Prime' can help them attain their health and fitness goals.

Education Qualifications:

- Business or office administration diploma, or experience in a related field.
- Experience using Jane is an asset.

Hours:

This is a Monday-Friday full-time position. The successful candidate must be willing to support occasional evenings and weekends.

Benefits:

- Work in a fast paced and dynamic environment with a passionate team.
- Have the ability and opportunity to grow as a professional and leader.
- Have the opportunity to contribute and make improvements to better the business.
- Free use of gym facilities and participation in classes.
- Health Benefits after probation.
- Work in a vibrant, motivating and inclusive work culture

Job Type: Full-time

Benefits:

- Extended health care
- On-site gym
- On-site parking

Application question(s):

- Have you worked in a clinic setting before?

Experience:

- Jane App: 2 years (preferred)

Work Location: In person