



Job Title: **BUSINESS OPERATIONS MANAGER**

Department(s): Business Operations Administration/Management

Position Summary: Ensures efficient, cost-effective, and high quality functionality of clinic services. Reports directly to the Finance Director and is responsible for oversight and supervision of the Front Desk functions, Scheduling, assistance with Information Systems support (phone and data/IT) and management of vendor and facilities maintenance oversight.

Supervision Received: Finance Director

Supervision Exercised: Appointment Schedulers, Patient Reception, Interpreters, Facilities Vendors

Hours/Week 40 Full-Time Part-Time Exempt Non-Exempt

FLSA Definition:

ESSENTIAL FUNCTIONS:

- Provides leadership and oversight for functional operational needs for all NHS clinics
- Supervises Patient Reception and Scheduling staff in implementation of daily functions, maintaining high levels of accountability and customer service, ensuring efficient client flow, providing clients with needed information regarding facilities and services, registration, scheduling appointments, eligibility and ensuring prompt collection of fees at the time of service
- Plans staffing, recruitment, hiring, training, scheduling, performance reviews, rewards and discipline, compensation recommendations, granting of PTO, and maintenance of personnel records in relation to supervisees (Appointment Schedulers, Patient Reception and Interpreters)
- Works with Patient Accounting Manager to ensure accurate completion of sliding fee applications
- Plans and organizes work activities in support of general business operations; responsible for and needs detailed knowledge of phone system and its capabilities; assists with IT functions
- Updates and maintains related policy and procedures for Patient Reception and Scheduling
- Actively participates and works positively, flexibly and cooperatively in a team effort with clinical and administrative staff to accomplish the goals of the organization
- Establishes and maintains effective methods of communication among clinical and administrative staff

- Develops and implements systems to ensure excellent service with optimal patient flow including practice management system facilitation and support, appointment scheduling, call scheduling and answering service
- Coordinates, supervises and monitors facility maintenance staff and vendors for efficient and effective upkeep and optimal safety. Responsible for Vendor selection and ongoing relationship, contracting, ordering, invoice approval for the following organizational business functional areas:
 - Telecommunication setup and system operation
 - Managed IT Services Vendor Orders/Ticket process, inventory and maintenance of IT User devices and Liaison for system failure (Visualutions and managed IT services provider)
 - Member of team that is responsible for building security (alarms) activity
 - Building and Grounds Maintenance
 - Janitorial and related supply functions
 - Interpreter Service relationship
 - Office and non-clinical furniture/equipment maintenance and ordering
 - Non-Clinical waste disposal
 - Document storage and disposal
 - Document copying and printing/scanning/faxing
- Works with clinical and QI/ Compliance staff to ensure compliance with NHS policies and procedures as well as health, safety, and regulatory requirements including HIPAA, OSHA, etc.
- Manages patient engagement activity through texting campaigns and/or through patient portal functions
- Assists with ensuring a stable management information operating environment including internet access and desktop support for all locations
- Responsible for Sliding Fee schedule eligibility audit process
- Serves on taskforces and workgroups and represent NHS's interests in matters of IS, telecommunications, PMS support, functionality and design as required by Finance Director
- Provides support for the development and/or management of service contracts
- Plans and hires staff in accordance with departmental needs and budget, and ensures that departmental hiring, promotions and other job actions conform to equal employment opportunity/affirmative action requirements
- Participates in long-range planning including the evaluation of current service delivery in order to increase and enhance services to the community and to position NHS for future change and growth
- Consults with the Finance Director regarding complex/significant impact decisions before proceeding

CORE REQUIREMENTS:

- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
- Attends agency functions and meetings as relevant or required
- Works at any or all NHS clinics, as needed
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
- Maintains any required licensure/certification
- Demonstrates commitment to agency mission and goals
- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- Participates daily in pre-visit planning and huddles (RN, Provider, Medical Assistant, Front Desk)
- Utilizes Patient Portal to access patient information and communicate with patients, as relevant
- Plans, organizes, and multitasks
- Speaks, understands, reads and writes English sufficiently to carry out all essential duties
- Performs other duties as assigned

QUALIFICATIONS:**Required**

- BA/S in business, communications, IT, health care or related field; or equivalent experience
- Experience with the use of tools and methods for continuous quality improvement
- Strong systems perspective and proven success at planning and evaluating programs/projects as well as implementing change
- Knowledge of computerized systems and applications including Microsoft Office, EHR (Centricity PMS knowledge a plus)
- Demonstrated skill in problem-solving
- Computer skills at the level necessary for working efficiently in the company's practice management system, especially in the electronic medical record

- Possesses ability to:
 - Build and motivate individuals and teams
 - Travel between clinic sites
 - Work occasional evenings and weekends
 - Read, analyze, and interpret common technical and medical documents, financial reports, and legal documents
 - Respond to any report or allegation of unethical or improper conduct or business practices
 - Write policies and procedures and internal reports that conform to prescribed style and format
 - Effectively present information to top management, front-line employees, and boards of directors
 - Plan, organize and multitask
 - Speak, understand, read and write English at a sufficiently to carry out all essential duties
 - Work independently and as part of a team

Preferred

- Minimum of three years of experience in management and supervising an operations (front line) staff team.
- Bilingual (Spanish/English)

ATTACHMENTS:

- Physical and Mental Requirements
- Work Environment