AUBURN
Human Resources

Asst Dir, Business Ops CHS

Job Description

JOB INFORMATION

Job Code	AD26
Job Description Title	Asst Dir, Business Ops CHS
Pay Grade	HW12
Range Minimum	$69,830
33rd %	$88,450
Range Midpoint	$97,760
67th %	$107,070
Range Maximum	$125,700
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/10/2022

JOB FAMILY AND FUNCTION

Job Family:	Health & Wellness
Job Function:	Pharmacy

JOB SUMMARY

Directs and oversees all business operations for Harrison School of Pharmacy's (HSOP) Clinical Health Services (CHS)- Auburn division, including all experiential education, interprofessional training, post-doctoral training, clinical and educational research, and patient care services that are provided through CHS-Auburn's pharmacies, clinics, and programs.

RESPONSIBILITIES

- Directs and manages strategic planning, organizational analysis, business development and program assessment of the Clinical Health Services (CHS) division (Auburn-based).
- Ensures that all healthcare services run smoothly such as marketing, website maintenance, social media posting, clinic scheduling (for onsite and offsite services), employee scheduling, report interfacing, billing, complaint/problem resolution, human resources management, compliance monitoring, and other essential business operation tasks.
- Prepares, evaluates, and monitors the operating budget for CHS- Auburn- based units, including providing financial reporting and conducting reconciliation of all accounts monthly. Submits budgets to HSOP finance division for HSOP’s annual budget preparation process. Collaborates with HSOP accounting to ensure proper payment and invoicing of CHS accounts.
- Develops and trains employees on healthcare coding and billing practices for healthcare billing. Reconciles patient appointments and billing income to ensure that revenue is received. Ensures that all missed or rejected claims are processed or re-processed in a timely manner.
- Serves as primary hiring manager for CHS-Auburn. Coordinates with HSOP HRL in all personnel matters. Supervises CHS staff and ensures proper staffing across CHS-Auburn operational units. Makes decisions regarding appropriate delegation of staff and their responsibilities to meet operational demands. Reviews timecards to ensure consistency in work expectations and use of leave.
- Serves as the primary contact for all contractual matters. This includes contracts for Pharmacy Benefit Managers (PBM) payers; electronic health records (HER) vendors; dispensing software vendors; professional services contracts; and all other contracts utilized by CHS. Works with AU PPS to ensure contracts are reviewed and approved through appropriate AU channels. Maintains copies of all completely executed CHS contracts, business associate agreements, data use agreements, non-disclosure agreements, confidentiality contracts, and other legal documents on file in a readily retrievable format at all times.
- Assists with coordination of all research projects within CHS. This includes ensuring all operational aspects for CHS sites are complete and providing input on operational workflow to achieve desired research outcomes. Submit and update IRB documents, monitor budgets, and ensure appropriate funding. Maintain copies of all completely executed IRB approved protocols, informed consents, extension approvals, close-out paperwork and other research documents on file in a readily retrievable format at all times.

RESPONSIBILITIES

- Serve as the Clinical Health Services Compliance Officer and ensure continual compliance with policies, procedures and other guidelines such as Alabama Board of Pharmacy, OSHA, DEA, other federal and state guidelines as well as internal AU, HSOP, and CHS policies.
- Assists with integration of HSOP students, interprofessional students, and post-doctoral residents (and fellows) within CHS sites and assist with planning student and resident training segments that are implemented within CHS.
- Interface with all CAO's Experiential Programs and Alumni and Professional Affairs to ensure integration and synergy across all CAO units.
- Analyze program outcomes and stakeholder feedback and work with HSOP's Clinical Affairs and Outreach team to conduct continuous quality improvement of all programs.
- Contribute to the successful achievement of HSOP's strategic goals within outreach.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in Business, Health Care/ Health Care Administration, or related field desired.	and	4 years of	Experience in program administration and planning, supervision/management, training and financial responsibility.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

HIPAA; Alabama Board of Pharmacy laws, rules, and regulations; HSOP policies and procedures; Accounting principles; Contracting policies, rules, and regulations; Human resource laws, rules, regulations, policies, and procedures; Pharmacy and healthcare clinic operations; Compliance.	And
Preferable that the person in this position has experience with a high level of responsibility in a pharmacy or medical practice.	And
Understanding and proficiency with handling and utilizing Electronic Health Records; Practice Management System; Medical Billing software; Office suite programs.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.