AUBURN
Human Resources

Dir, Business Operations for Clinical Health Services (CHS)

JOB INFORMATION

Job Code	EA42
Job Description Title	Dir, Business Operations for Clinical Health Services (CHS)
Pay Grade	HW14
Range Minimum	$92,350
33rd %	$116,980
Range Midpoint	$129,290
67th %	$141,610
Range Maximum	$166,230
Exemption Status	Exempt
Organizational use restricted to the following divisions	150 College of Pharmacy
Approved Date:	2/3/2026 2:25:20 PM

JOB FAMILY AND FUNCTION

Job Family:	Health & Wellness
Job Function:	Pharmacy

JOB SUMMARY

The Director of Business Operations for Clinical Health Services (CHS) provides comprehensive operational oversight for Clinical Health Services (CHS) within the Harrison College of Pharmacy's (HCOP) Division of Clinical Affairs and Outreach (CAO). This position is responsible for managing daily business operations, expanding and implementing clinical services, ensuring regulatory compliance, and overseeing financial, human resources, and marketing functions. The role supports strategic planning, data analysis, and research project coordination, while fostering collaboration across departments and maintaining strong stakeholder relationships.

As a key member of the CHS leadership team, the position ensures the delivery of high-quality, efficient, and patient-centered care through effective management of clinical workflows, outreach initiatives, and experiential training programs. The incumbent serves as the HIPAA Officer for CHS and leads efforts to maintain compliance with institutional, state, and federal regulations. Additionally, the role includes responsibility for contract management, budget preparation, claims auditing, and marketing strategy development.

This position requires a proactive, detail-oriented professional with strong leadership, communication, and organizational skills who can serve as a role model for CHS staff and contribute meaningfully to the mission and strategic goals of HCOP.

RESPONSIBILITIES

- Directs and manages strategic planning, organizational analysis, business development and program assessment of the Clinical Health Services (CHS) division.
- Oversee implementation of new service delivery models and employ best practices to optimize patient care and staff performance.
- Manage scheduling, staffing, logistics, supplies and workflow optimization of all CHS clinical services, outreach events, community engagement activities, research projects, and experiential training.
- Prepares, evaluates, and monitors the operating budget for CHS including providing financial reporting and analysis to support budgetary decisions. Oversees CHS collaboration with HCOP accounting reconcile payment and invoicing for CHS accounts.
- Oversees multiple practices revenue cycle management aimed at developing new revenue and maintaining consistent revenue streams across multiple practices. This individual will oversee billing processes for all medical claims at CHS sites ensuring claims are properly adjudicated and revenue accurately received.
- Oversees recruitment and hiring for CHS which includes coordination with HCOP HRL, supervision of hiring processes and supervision of timecards.

RESPONSIBILITIES

- Supervises CHS contracting and work with AU offices of PBS and CGA to ensure all contracts are appropriately executed, reviewed and maintained. Have contract knowledge to identify, develop, and implement where policies and procedures are needed to maintain compliance with contract requirements.
- Supervises CHS operational staff and is responsible for employee development, training and evaluation. Makes decisions across all CHS clinics regarding appropriate delegation of staff and their responsibilities to meet operational demands.
- Develops, implements, and maintains unit wide policies and procedures to ensure compliance with regulations
- such as Alabama Board of Pharmacy, OSHA, DEA, other federal and state guidelines as well as internal AU, HCOP, and CHS policies.
- Oversees CHS marketing efforts through coordination, planning, and evaluation of all marketing activities including websites, social media, health fairs, brochures, newsletters and other marketing avenues.
- Coordinates operational aspects of research projects within CHS such as workflow design, marketing, budget monitoring, and compliance review.
- Develops and maintains strong, positive relationships with internal and external stakeholders by fostering collaboration across departments and with community partners to enhance service delivery and program impact.
- Serves on committees to actively contribute to shared governance, institutional initiatives, strategic planning, and goal achievement.

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	May supervise employees but supervision is not the main focus of the job.

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	in Health Administration, Public Health, Business Administration, Pharmacy, Nursing, or a related field.	and	7 years of	experience in healthcare operations, clinic management, or administrative leadership within a healthcare setting. Experience must include direct oversight of compliance, financial management, medical billing and reimbursement, medical practice management, personnel supervision, and project management.	Or

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Demonstrated ability to successfully manage complex projects from concept to completion.	
Excellent critical thinking, decision-making, and problem-solving skills.	
Knowledge of healthcare regulations and industry trends.	
Strong understanding of academic and healthcare laws, rules, and regulations.	
Demonstrated experience in strategic planning, business development, and clinical service expansion.	
Proficiency in contracting, financial analysis, budgeting, and claims auditing.	
Ability to lead and mentor staff, foster teamwork, and manage human resources effectively.	
Strong communication skills, including experience with marketing, outreach, and stakeholder engagement.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Familiarity with electronic health records (EHR), pharmacy management systems, and data analytics tools.	
Ability to manage multiple priorities and adapt to changing environments.	
Demonstrated success in managing multidisciplinary teams and leading strategic initiatives.	
Experience with compliance oversight, including HIPAA, OSHA, DEA, and state pharmacy regulations.	
Advanced knowledge of financial management in healthcare settings, including budgeting, reimbursement models, and claims auditing.	
Proven ability to develop and implement marketing strategies and community outreach programs.	
Experience with research project coordination, IRB processes, and grant or funding management.	
Familiarity with academic health center operations, experiential education, and interprofessional collaboration.	
Strong analytical skills with experience in data-driven decision-making and performance improvement.	
Proficiency in using healthcare software systems, including EHRs, pharmacy management platforms, and data analytics tools.	
Leadership experience in committee service, institutional governance, and/or accreditation processes.	
Experience with managing / providing oversight for multiple healthcare practices across distances.	

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			10 lbs.
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			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Temperature Change		X			
Atmospheric Conditions		X			
Vibration	X				

Vision Requirements:

Ability to see information in print and/or electronically.

Travel Requirements:

In-State; Domestic

Additional Special Requirements:

This position is Auburn-based, but has responsibility for operations oversight at all CHS locations, including the State Wellness Center in Montgomery, AL. Therefore, routine travel to Montgomery, AL will be required.
• This individual will also be responsible for coordination and oversight of off-site clinics, health fairs, and community outreach events at locations throughout Alabama (and possibly Georgia and Florida). Travel to one or more of these sights might be required.
• This individual will be expected to be actively engaged in regional and state professional organizations and complete professional development to stay abreast of developments and trends which will require travel to regional, state, and potentially national meetings, symposiums, and conferences.