AUBURN
Human Resources

Mgr, Practice Operations

Job Description

JOB INFORMATION

Job Code	EH04
Job Description Title	Mgr, Practice Operations
Pay Grade	AS12
Range Minimum	$55,350
33rd %	$68,260
Range Midpoint	$74,720
67th %	$81,180
Range Maximum	$94,090
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	8/7/2018

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Operational Support

JOB SUMMARY

Manages the non-clinical operations of a medical clinic to include full supervision of the support staff for the facility.

RESPONSIBILITIES

- Manages the daily business operations of a medical clinic to include, but not limited to, establishing/improving the clinic structure and processes, developing and administering operational policies and procedures, and monitoring financial transactions and clinical activity reports and processes.
- Manages all billing and collection procedures, to include appropriate coding, and ensures that staff are trained and educated in all regulatory procedures and practices regarding medical coding and billing.
- Oversees and is responsible for data collection and conducts analysis of data in order to advance programs/service development and expansion, strategy development, priority identification and program planning.
- Monitors delivery of patient services to include forecasting and preparing for all changes needed or impacted by patient load and billing/collecting procedures.
- Develops processes to monitor and analyze the productivity, patient satisfaction, and financial data for the site and communicates findings to administrators.
- Serves as the primary point of contact for site related issues, complaints, service delivery, and special events.
- Interprets, executes, and ensures compliance with related established local, state, and federal laws.
- Reviews, investigates, and corrects errors in financial entries and reports.
- May perform duties related to payroll, personnel actions, or similar procedures.

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 Healthcare Administration, Management, Business Administration, or related.	and	3 years of	Experience in healthcare administration, office policy and procedure development, or business management outside of a healthcare environment.	

Substitutions Allowed for Experience	Yes

Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of applicable laws, policies and procedures, and a clinical or business operations knowledge within a healthcare environment.	

MINIMUM LICENSES & CERTIFICATIONS

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

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

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.