



Job Code: 9391
Grade: 23
HCWR: N

Job Title

Manager of Business and Finance Operations,
Ambulatory Services

Department

Ambulatory and Community Health Network

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

Under the Direction of the Chief Administrative Officer, the Manager of Business and Finance Operations, Ambulatory Services will oversee the business and finance functions of Ambulatory Community Health Network division. Responsible for divisional budgets in Primary Care, Specialty Care and service lines, vendor contract process, and ensures all invoices are submitted and confirmed as paid.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Manages system wide business operations and finance for Ambulatory Services Division.
- Monitors, reconciles, and forecasts divisional budgets in Primary Care, Specialty Care, service lines (including budgeted departmental PID's); performs various analysis and reports on outcomes; assists in the development of financial operational targets and models.
- Collaborates in the development of business, strategic, and growth plans, in the operations of the clinical practice(s) and in relationships and matters pertaining to contracts with CCH, vendors, consultants and others.
- Monitors all clinical departmental expenses and financial impact.
- Participates in the establishment and implementation of short- and long-range organizational goals, objectives, policies, and operating procedures.
- Collaborates with the Budget and Finance department to prepare the annual divisional budget.
- Oversees vendor contract process from start to finish.
- Collaborates with Supply Chain and Procurement on various departmental projects.
- Ensures all invoices are submitted and paid in a timely manner.
- Manages and/or participates in special projects.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Four (4) years of experience in an administrative role in a healthcare setting with financial, management or business experience
- Two (2) years budgetary planning experience
- One (1) year of supervisory and/or managerial experience
- Prior experience preparing reports with financial or statistical information
- Prior experience with grant narrative and financial reporting

Preferred Qualifications

- Bachelor's degree or higher in Business Administration from an accredited college or university
- Previous government-based healthcare system experience



Preferred Qualifications

- Lean Six Sigma Methodology

Knowledge, Skills, Abilities and Other Characteristics

- Exceptional interpersonal skills, including the ability to establish and maintain effective relationships with patients, physicians, management, staff, and other customers.
- Excellent verbal and written communication skills.
- Demonstrated team experience, leadership skills, collaborative approach to solving problems and proven successes in implementation of team goals.
- Must have strong analytical and organizational skills.
- Proficiency in strategic financial and budgetary planning with an emphasis on both physician compensation models and revenue analysis.
- Demonstrates ability to work within tight deadlines and timelines, with proven experience in meeting goals on time.
- Demonstrated customer service skills, including the ability to use appropriate judgement, independent thinking and creativity when resolving customer issues.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.