



**Job Code:** 9718  
**Grade:** 19  
**HCWR:** N

**Job Title**  
Business Service Supervisor, ACHN

**Department**  
Ambulatory and Community Health Network

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

**Job Summary**

The Business Service Supervisor, ACHN is responsible for providing daily oversight and optimization of registration and throughput of patients from front desk to providers of care. The Business Service Supervisor, ACHN will be responsible for clerical staffing support, registration integrity, resource management, quality assurance, denial report management, mitigation of erroneous charges and customer service throughout the ambulatory clinics.

**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

*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**

- Supervises and trains clerical staff at the Ambulatory Center
- Prepares clerical staff schedules and daily assignments
- Optimizes registration resources. Provides registration and scheduling support to facilitate operation efficiencies, when needed
- Troubleshoots equipment malfunctions, calls for repairs, and evaluates new equipment
- Generates Quality Assurance reports accuracy and integrity. Reviews, and makes correction
  - Adheres to HIPAA standards and complies with patient confidentiality policies for the retention of patient information, handling, distribution, or disposal of patient health information
- Adheres to key performance indicators (KPI's) to meet operational goals
- Assumes responsibility for maintaining competence in own professional practice and maintenance of required credentials
- Attends and participates in meetings, huddles, and committees, as needed
- Performs other related duties as assigned

**Minimum Qualifications**

- Associate degree in Business or related health care field from an accredited college or university
- Three (3) years of front-end registration and scheduling in a clinic
- Experience running reports using an electronic medical record
- Proficiency using Microsoft Office (i.e., prepare presentations)

**Preferred Qualifications**

- Bachelor's degree in Business or related health care field from an accredited college or university
- Experience leading, supervising, and/or managing staff
- Understanding the front-end business of Revenue cycle

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong interpersonal skills
- Demonstrate analytical and organizational, problem-solving, critical thinking, time management and conflict resolution skills.
- Demonstrate attention to detail, accuracy and precision
- Ability to perform general office administration activities
- Ability to adhere to department policies and standards utilizing best practices



**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.**