

JOB ANNOUNCEMENT BULLETIN



NEIGHBORHOOD HOUSE ASSOCIATION

5660 Copley Drive • San Diego, CA 92111 • (858) 715-2642

BUSINESS OPERATIONS MANAGER (PROJECT ENABLE) 4016-0913-OC

SALARY: **Range: 54.0 \$50,626 - \$55,882 annually**

EMPLOYMENT OPPORTUNITY: One (1) F/T (40 hours per week) position with NHA Project Enable Program, located at 286 Euclid Avenue (Suite 102) – San Diego, 92114

APPLICATION SUBMITTAL INSTRUCTIONS:

Application must be fully completed (per instructions), signed, dated when submitted. Also attach original copies of official transcripts from accredited college or university showing educational attainment to be considered. **This position is posted until filled**

Applications may be obtained at 5660 Copley Dr., San Diego, 92111; 841 South 41st. Street - San Diego 92113; or on the Agency website at www.neighborhoodhouse.org. Completed applications may be mailed or delivered to the Human Resources Department at 5660 Copley Drive, San Diego, CA 92111.

JOB DUTIES and RESPONSIBILITIES

Under general supervision of the Program Director, the Business Operations Manager is responsible for supervision and management of business and support service activities of the Project Enable clinic, a County funded program. This includes managing and overseeing daily business operations of the clinic, process improvement, accounting and billing procedures, and compliance with payer sources, and other related activities.

TYPICAL FUNCTIONS:

Typical functions of the Business Operations Manager is organizing and overseeing clinic patient flow, such as patient registration, insurance verification, medical records, billing and claims process; as well as acting as liaison between the Program, the County, and third party payer sources and serving as point person to multiple departments. The Business Manager will also be responsible for overseeing, supervising, and providing guidance on such matters on accounting, budgeting, contracting, and purchasing to increase program efficiency and maximize results.

EXAMPLES OF ESSENTIAL DUTIES:

The duties listed below are intended only as illustrations of various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

JOB DUTIES and RESPONSIBILITIES (continued)

Billing systems and procedures:

Oversees and manages the clinic patient flow; such as patient registration, eligibility, financial arrangements, scheduling, and billing; monitors the systems and procedures for billing related to patient accounts and insurance; works with management and staff in the planning, implementation and modification to existing billing systems and procedures, especially those related to reimbursement maximization and accounts receivable; maintains the tables and coding information in the practice management system that supports patient insurance billing; keeps current on County, State and Federal updates to the practice and communicates changes to staff; works as a liaison with departments to facilitate problem solving and data collection appropriate to patient and insurance billing; ensures that all billing and collection activities meet and adhere to Medi-Cal, Medicare and other insurance regulations, rules and laws

Managed Care:

Manages and oversees the program's health plan management process; develops, negotiates and maintains contracts with service providers for services, managed care, and funding; monitors service provisions and ensures contract compliance; resolves complex issues and problems as they relate to membership, enrollment and registration, interprets information and provides guidance to staff regarding intricate standards, policies and procedures; helps coordinate a comprehensive managed care plan for the program; monitors changes in membership trends and funding source requirements

Business and clinic operations:

Supervises the administration unit; oversees client filing systems and proper maintenance; defines and maintain procedures for record retention; ensures protection and security of client files and records; develops and manages an effective inventory system for the program; effectively ensures proper equipment and software performance, process improvement and cost control; oversees general business functions of the clinic, such as accounting, purchasing and quality control; plans, organizes and directs facility business functions; analyzes expenditures and other financial data, monitors budgets and fiscal reporting; processes requisitions for supplies, materials and equipment; supervises supply activities, equipment repairs, maintenance or alteration of the facility.

Education, Training and Experience:

A Bachelor's degree in Business Administration, two years of supervisory experience in a health care institution, and one year in managed care contracting, network development, and/or health care financial/utilization plus demonstrated management and business administration skills;

OR

A minimum of two years Business College, with three years supervisory experience in a health care institution, a minimum of two years in managed care contracting, network development, and/or health care financial/utilization plus demonstrated management and business administration skills.

Knowledge of: The managed care industry; MediCal, Medicare and other health care programs; business and clinic office operations; billing systems and procedures; computer tools and software, particularly related to specific responsibilities of this assignment.

Ability to: Operate a computer and other standard office equipment and software; type at a speed sufficient to meet job requirements; organize, set priorities, take initiative and exercise sound judgment; apply and reach decisions in accordance with federal law, regulations and local needs; understand and follow written and oral instructions

PHYSICAL & MENTAL DEMANDS

While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to repetitively finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and lift up to ten pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Also, while performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions, work under intensive deadlines and interact with managers, employees, retirees, benefit plan administrators and carriers, applicants and the public

APPLICATIONS OF CANDIDATES WHO DO NOT MEET THE STATED POSITION REQUIREMENTS WILL NOT BE CONSIDERED. ONLY THOSE CONSIDERED FOR INTERVIEW WILL BE CONTACTED.

The provisions of this job announcement do not constitute an express or implied contract. Any of the provisions contained in this job announcement may be modified or revoked without notice.

Please note that offers of employment are only valid if they are made by the Human Resources Department

FILING APPLICATIONS

Applications must be filled out completely and legibly. Applications may be submitted in person or by mail. All statements on the application will be subject to verification and investigation prior to employment. When a closing date is indicated, applications must be received by or before 5:00 p.m. on that date, or otherwise as stated on this job announcement.

POSITIONS REQUIRING DEGREE/ CREDENTIAL

An official transcript from an accredited college/university and/or Credential must accompany the employment application. Applicants who fail to comply with this requirement will not be eligible for interview.

BENEFITS

Vacation; sick leave; 13 holidays; 2 personal days and 4 days bereavement leave; LTD, health, life and dental insurance's; credit union; payroll savings plan; Social Security and Retirement Plan.

HOURS

The normal workweek is 5 days or 40 hours. Actual work hours may vary between 6 a.m. – 11 p.m.

INTRODUCTORY PERIOD

All regular appointees serve 6 months introductory period.

CITIZENSHIP/IMMIGRATION STATUS

NEIGHBORHOOD HOUSE ASSOCIATION hires only U.S. citizens, and lawfully authorized alien workers in accordance with the Immigration Reform Act of 1986.

This Job Announcement is not an offer of employment. Any person who is hired may voluntarily leave their employment upon giving proper notice, and may be terminated by the Agency at any time and for any reason. Any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.