



CLASS SPECIFICATION

Class Title:	Bureau Manager, Clinical Operations/Administration	Class Code:	5573
Department:	Health	Grade:	23
FLSA:	Exempt	Eff. Date:	12/22/2023

GENERAL PURPOSE

Under the general guidance and direction of the Family Health Division Director, performs operational and managerial duties in planning, developing, staff supervision, and monitoring the clinical operations of the Family Health Division.

EXAMPLE OF DUTIES

Manages the operations of the clinic and provides daily management, oversight, and problem solving to ensure that the staff, equipment, and resources all support the provision of excellent clinical care. Collaborates with the Family Health Division Director to advise on and implement strategic plans and goals. Assists in establishing processes to optimize clinic efficiency and quality of services.

Facilitates a cooperative and collaborative team with Family Health Bureau managers and Division leadership to continuously improve clinical flow, improve and enhance patient experience, and ensure cross referral for Family Health programs.

Responsible for ensuring a high level of customer service in the clinic is provided. Promotes customer satisfaction through analyzing feedback, complaints and concerns and providing appropriate follow-up. Monitors customer feedback and plans.

Participates in staffing decisions including recruitment, hiring, promotions, training, orienting, scheduling, and employee retention. Supervises employees; assigns and evaluates work; creates a culture of exceptional employee performance by managing and developing staff through review of performance data, coaching, professional development, performance evaluations and recognition.

Promotes best practices by establishing and maintaining standard operating procedures.

Ensures adequate staffing for clinical operations, provides technical assistance for insurance billing when necessary. Ensures that clinic schedules meet clients' needs. Orders clinic supplies and vaccines. Ensures supplies and vaccines are adequately and appropriately stocked, stored and utilized in accordance with established provider agreements.

Performs a wide variety of administrative duties and serves as a backup for general clerical assignments in the specialized area of the office. Generates various types of communication, detailed and complex monthly and annual reports, and spreadsheets.

Processes internal purchase approvals; ensures records are properly maintained. Assists in determining budgeting needs.

Orders office supplies and equipment; maintains inventory. Responsible for maintenance of office equipment; arranges service calls for routine maintenance and repair of office equipment.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS

1. **Education and Experience:**

Graduation from an accredited college or university with a Bachelor's degree in Healthcare Administration or related field plus three (3) years of related experience, one (1) year of which must have included supervisory experience; an acceptable combination of education and experience may be considered.

Preference for medical billing supervision, public health program management, supervisory experience in program management with one-on-one supervision.

2. **Special Qualifications:**

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3. **Necessary Knowledge, Skills and Abilities:**

Knowledge of: medical office management, medical billing, vaccine inventory control, Medicare/Medicaid services, insurance regulations, clinical staffing models, Family Health policies and procedures, HIPAA regulations.

Skill in: using all applicable computer hardware and software programs and applications including Microsoft Word and Excel; using common office equipment including a multi-function copier, fax machine, multi-line telephone and 10-key calculator.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to ensure a motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: assign, supervise, and evaluate the work of others; address performance problems without delay; work with minimal supervision; exercise sound independent judgment; work with diverse groups; set measurable public health performance goals; properly handle sensitive information/records and maintain strict confidentiality; respond to angry patrons with diplomacy; train others in medical coding/billing; communicate effectively (orally and in writing); follow written and oral instructions; effectively use technology (i.e., applicable computer hardware and software applications; establish and maintain effective working relationships with supervisors, co-workers, other agencies and the general public.

WORKING CONDITIONS

Work duties are typically performed in a general office setting. This position may require lifting up to 30 lbs (office paper and various office supplies).



CLASS SPECIFICATION

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.***