



## JOB DESCRIPTION

### Director of Business Services

**REPORTS TO:** Chief Operating Officer

**JOB OVERVIEW:** The Director of Business Services is responsible for the efficient operation of system-wide services that support clinic operations. The Director of Business Services directly supervises the financial eligibility department and supports the patient registration, billing and referral departments to ensure that patients can effectively access healthcare services and that Waco Family Medicine (WFM) maximizes revenue collection. The Director of Business Services is also responsible for managing complex system-wide projects, such as aligning Medical and Dental operations and optimizing system response to incoming phone calls. The Director of Business Services will work closely with the Director of Operations to provide support for day-to-day clinic operations.

**EDUCATION & EXPERIENCE:** Bachelor Degree in Healthcare Administration, Business or other field related to position responsibilities; MBA or other advanced degree preferred; combination of education and relevant experience may be substituted

**SKILLS:** Knowledge of healthcare operations; demonstrated success in managing operations within a complex organization; ability to analyze and improve workflows across multiple departments/functions; ability to analyze performance metrics, set operational goals and lead organizational change efforts; fluency in use of technology tools related to communications and project management; excellent management, communication and writing skills; demonstrated experience working successfully with diverse constituencies representative of WFM's patient and staff populations preferred

#### **PRIMARY DUTIES:**

- Supervise Financial Eligibility department to ensure efficient and compliant process of determining patient eligibility and facilitate patient access to care
- Manage complex system-wide projects, such as aligning Medical and Dental operations and optimizing system response to incoming phone calls
- Support patient registration, billing and referral departments to optimize operations with the goals of facilitating patient access to care and maximizing revenue collection
- Manage onboarding/offboarding process of individuals volunteering, shadowing and participating in clinical experiences at WFM clinics
- Partner with IT/Informatics team to operationalize system-wide IT projects, including implementing electronic check-in, increasing use of MyChart patient portal and managing WFM intranet
- Provide support to WFM's internal and external marketing efforts (e.g., increasing patient use of WFM retail pharmacy)
- Partner with Advancement staff to ensure WFM website is user-friendly and contains accurate, useful information
- Support WFM's Compliance Officer as needed (e.g., preparation for HRSA Operational Site Visit)
- Ensure adherence to board-approved budget and promote efficient use of organization's financial resources
- Analyze and revise protocols and workflows to increase organizational efficiency
- Develop and revise policies and procedures for the general operation of the organization
- Participate on various internal committees, such as Compliance & Performance Improvement, Quality and Safety and Emergency Preparedness

- Determine training and development needs for supervised staff

**OTHER DUTIES:**

- Assist in preparation and submission of state and federal reports
- Assist HR department in facilitating HR activities for supervised departments
- Other duties as assigned

**PHYSICAL AND MENTAL REQUIREMENTS:**

- shift length - usually 9 hours; salaried (exempt) position requiring additional/alternative work hours as needed
- possess a valid Texas driver's license and appropriate liability insurance
- visual and auditory accuracy
- continuous use of computer and other technology tools
- indoor and outdoor setting
- long periods of sitting
- frequent use of telephone and video conference
- continuous repetitive grasping and manipulation of both hands
- continuous conversational communication
- occasional lifting and carrying of up to 25 lbs
- occasional walking, standing, squatting, bending, kneeling, reaching and twisting and climbing
- frequent use of personal car
- occasionally working in confined areas
- understand/carry out simple/detailed, oral/written instructions
- memorize and retain instructions
- read and interpret detailed specifications

**REVIEWED WITH EMPLOYEE:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date