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## Auburn University Job Description

Job Title: **Asst Dir Business Ops CHS**

Job Family: No Family

Job Code: **AD26**

Grade 36: \$59,700 - \$99,600

FLSA status: Exempt

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### Job Summary

Directs and oversees all business operations for Harrison School of Pharmacy's (HSOP) Clinical Health Services (CHS)- Auburn division, including all experiential education, interprofessional training, post-doctoral training, clinical and educational research, and patient care services that are provided through CHS-Auburn's pharmacies, clinics, and programs.

### Essential Functions

1. Directs and manages strategic planning, organizational analysis, business development and program assessment of the Clinical Health Services (CHS) division (Auburn-based).
  2. Ensures that all healthcare services run smoothly such as marketing, website maintenance, social media posting, clinic scheduling (for onsite and offsite services), employee scheduling, report interfacing, billing, complaint/problem resolution, human resources management, compliance monitoring, and other essential business operation tasks.
  3. Prepares, evaluates, and monitors the operating budget for CHS- Auburn- based units, including providing financial reporting and conducting reconciliation of all accounts monthly. Submits budgets to HSOP finance division for HSOP's annual budget preparation process. Collaborates with HSOP accounting to ensure proper payment and invoicing of CHS accounts.
  4. Develops and trains employees on healthcare coding and billing practices for healthcare billing. Reconciles patient appointments and billing income to ensure that revenue is received. Ensures that all missed or rejected claims are processed or re-processed in a timely manner.
  5. Serves as primary hiring manager for CHS-Auburn. Coordinates with HSOP HRL in all personnel matters. Supervises CHS staff and ensures proper staffing across CHS-Auburn operational units. Makes decisions regarding appropriate delegation of staff and their responsibilities to meet operational demands. Reviews timecards to ensure consistency in work expectations and use of leave.
  6. Serves as the primary contact for all contractual matters. This includes contracts for Pharmacy Benefit Managers (PBM) payers; electronic health records (HER) vendors; dispensing software vendors; professional services contracts; and all other contracts utilized by CHS. Works with AU PPS to ensure contracts are reviewed and approved through appropriate AU channels. Maintains copies of all completely executed CHS contracts, business associate agreements, data use agreements, non-disclosure agreements, confidentiality contracts, and other legal documents on file in a readily retrievable format at all times.
  7. Assists with coordination of all research projects within CHS. This includes ensuring all operational aspects for CHS sites are complete and providing input on operational workflow to achieve desired research outcomes. Submit and update IRB documents, monitor budgets, and ensure appropriate funding. Maintain copies of all completely executed IRB approved protocols, informed consents, extension approvals, close-out paperwork and other research documents on file in a readily retrievable format at all times.
  8. Serve as the Clinical Health Services Compliance Officer and ensure continual compliance with policies, procedures and other guidelines such as Alabama Board of Pharmacy, OSHA, DEA, other federal and state guidelines as well as internal AU, HSOP, and CHS policies.
  9. Assists with integration of HSOP students, interprofessional students, and post-doctoral residents
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(and fellows) within CHS sites and assist with planning student and resident training segments that are implemented within CHS.

10. Interface with all CAO's Experiential Programs and Alumni and Professional Affairs to ensure integration and synergy across all CAO units.
11. Analyze program outcomes and stakeholder feedback and work with HSOP's Clinical Affairs and Outreach team to conduct continuous quality improvement of all programs.
12. Contribute to the successful achievement of HSOP's strategic goals within outreach.

## **Supervisory Responsibility**

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*



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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Four-year college degree	Degree in Business, Health Care/ Health Care Administration, or related field desired.
<b>Experience (yrs.)</b>	4	Experience in program administration and planning, supervision/management, training and financial responsibility.

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

#### Minimum Required Knowledge

HIPAA; Alabama Board of Pharmacy laws, rules, and regulations; HSOP policies and procedures; Accounting principles; Contracting policies, rules, and regulations; Human resource laws, rules, regulations, policies, and procedures; Pharmacy and healthcare clinic operations; Compliance. Preferable that the person in this position has experience with a high level of responsibility in a pharmacy or medical practice.

Understanding and proficiency with handling and utilizing Electronic Health Records; Practice Management System; Medical Billing software; Office suite programs.

#### Certification or Licensure Requirements

None Required.

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### Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, reaching, talking, hearing, and lifting up to 10 pounds.

Job occasionally requires standing, walking, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 6/5/2019

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