



CANYON VIEW  
SURGERY CENTER

## JOB DESCRIPTION

**Title:** Administrative/Operations Manager  
**Department:** Canyon View Surgery Center  
**Reports To:** CNO/COO  
**FLSA:** Exempt

### SUMMARY:

The Administrative Manager supervised and coordinates all activities related to the administrative function of Canyon View Surgery Center. This includes responsibility for all business office related activities such as management of cash, accounts receivable, and accounts payable.

### RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

#### 1. Planning and Development

- Identifies and participates in short and long term goal development.
- Monitors and reviews financial data in conjunction with Clinical Manager. Partners with Clinical Manager in annual budget preparation for approval by Board of Managers.
- Assists Board of Managers in establishment and maintenance of plan for compliance with all federal, state, and local laws and regulations.
- Participates with Board of Managers in the development of a comprehensive integrated business plan.
- Develops and maintains relationships with outside entities appropriate to the accomplishment of organizational goals.
- Works collaboratively with physicians and Clinical Manager to influence cost-effectiveness in selection of equipment and supplies.

#### 2. Leadership and Management (work closely with Clinical manager)

- Provides all direction and guidance to administrative office staff. Serves as resource in all administrative aspects of ambulatory surgery.
- Encourages staff to participate in continuing education. Allows time to inservicing and staff meetings.

- Assists administrative staff in developing and attaining goals.
- Encourages input and is receptive to suggestions made by administrative staff.
- Provides formal and informal feedback to administrative staff. Publicly acknowledges positive performance.
- Utilizes appropriate guidance and coaching techniques in the management of clinical staff.
- Encourages a positive team attitude within the entire organization.
- Works alongside administrative staff to promote teamwork, enhance knowledge base, and remain current on administrative skills.
- Displays professionalism at work and in the community.
- Actively participates in marketing the ASC to physicians, staff, and the community.
- Hires qualified administrative staff and ensures that they are oriented to department and job roles.
- Organizes administrative workload and establishes work standards to ensure efficiency and productivity.
- Maintains a thorough knowledge of all job functions in all clinical areas including patient registration, surgery scheduling, insurance verification, and medical records.
- Delegates authority successfully.
- Adjusts to changing priorities with a minimal amount of disruption.

### **3. Fiscal Management**

- Reviews and analyzes the financial and operational performance of the ASC including billing, collection, insurance processing, payroll, accounts payable, monthly accounting, and daily cash management.
- Prepares monthly financial reporting analysis for Board of Managers.
- Prepares recommendations for annual budget for Board of Managers prior to fiscal year end and compares budget to actual performance.
- Reviews and analyzes physician utilization, costing, and inventory maintenance and makes recommendations regarding usage and cost controls to the Board of Managers.
- Negotiates vendor contracts.
- Reviews and approves administrative payroll hours.
- Reviews and approves administrative invoices as appropriate before submitting to accounts payable.

### **4. Administration**

- Supervises and directs all administrative functions within the ASC.
- Evaluates and interprets ASC policies and procedures related to administration to ensure compliance with regulatory standards.
- Ensures that policies and procedures are followed by all administrative staff.
- Promotes a safe environment for all patients and staff.
- Supervises care of administrative equipment to ensure operational ability.
- Plans staff schedules and daily assignments for administrative staff or delegates this duty to a qualified staff member.
- Communicates appropriate information to all health care team members regarding patient care and outcome. Assists in development of plan for continuous improvement of patient care.

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- Works with physicians and administrative staff to evaluate and enhance the patient experience at the ASC.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Bachelor of Arts or Science in Nursing or Health Care Administration or related field preferred. A minimum of five years of experience in Operating Room or business office management. Minimum of three (3) years in a health care. Working knowledge of Medicare, Medicaid, commercial insurance, managed care plans, and medical computer billing systems required. Financial skills and sufficient knowledge of accounting practices required

OR

equivalent combination of education and experience.

**SPECIAL SKILLS:**

Knowledge of medical terminology.

**LANGUAGE SKILLS:**

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**INTERPERSONAL SKILLS:**

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

**DECISION MAKING ABILITY:**

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

**ANALYTICAL ABILITY:**

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Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

**GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:**

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

**HIPAA:**

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

**Final Section** I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

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Employee Name & Signature

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Date

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Supervisor Name & Signature

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Date