

**CLINIC BUSINESS MANAGER**  
**JOB DESCRIPTION**  
**Department of Health Services**  
**Pokagon Band of Potawatomi Indians**

**Job Summary**

To manage and supervise the operational, administrative functions, activities, and projects of the Pokagon Band Indian Health Clinic.

**Principle Duties**

Manages, plans, and coordinates the operations of the clinic.

Supervises the clinic staff and billing and collecting procedures to assure an effective and efficient operation.

Monitors delivery of patient services, planning for space allocation, grant management, and acts as liaison with patients, business, hospitals, and academic administration.

Builds strong positive communication with physician and providers as a team to enhance the success of the clinic.

Develops strong inter-department teamwork to meet the needs of the patients and physicians/providers and drive decision-making and other actions.

Identifies and implements opportunities to build employee morale and individual motivation.

Participates in the budget creation, reduces expenses, and oversees management processes.

Analyzes and staffs both the front and back offices to meet the needs of our health care professionals and patients in an efficient and courteous manner.

Collaborates with Human Resources to ensure consistency in personnel policy development and communication to achieve positive employee relations.

Works across organization in assisting with area of expertise; i.e. nursing, employee health, medical records, and quality assurance.

Plans, evaluates, recommends and implements new initiatives when appropriate.

Monitors, coaches, develops, and evaluates staff performance on an ongoing basis in accordance with applicable performance standards and serves as role model for all staff.

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**Principle Duties Cont'**

Assures customer/patient service needs are met by monitoring patient service feedback, contributing to the process of resolving complaints and service issues, and planning and initiating process improvements.

Maintains accreditation for OSHA and other regulatory training and compliance, and coordinates cleanliness, orderliness, and safety of working environment.

**Minimum Requirements**

Bachelor's degree in Administration or Health related field from a four year college or university preferred.

A minimum of two years management experience and/or training with the ability to supervise and review the work of others, and/or an equivalent combination of education and experience.

Have knowledge of office management and administrative procedures, and the ability to supervise and review the work of others.

Knowledge of CPT/ICD-9 coding procedures and be familiar with Medicaid, Medicare, and commercial insurance billing procedures.

Experience in healthcare management preferred and familiarity with medical records administration, medical terminology, and knowledge of clinic and physician/patient protocol.

Excellent organizational, interpersonal, and communication skills.

Demonstrated ability to manage multiple priorities.

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

Ability to write reports, business correspondence and procedure manuals.

Knowledge of computer technology, including word processing, spreadsheet, database, and graphics software in order to prepare publications, reports, and business correspondence.

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**Minimum Requirements Cont'**

Must have a valid driver's license and be able to meet the minimum insurance requirements regarding driving record in order to utilize GSA vehicles.

Must submit to and pass alcohol/drug screening and criminal background check.

**Indian Preference**

Pokagon Band Indian preference policies apply.

**Reports to**

The Clinic Business Manager reports to the Director of Health Services.

**Starting Wage Rate:** PB-8 (Exempt)

Commensurate with education and experience.