



Position/Job Title: Business Operations Manager
Reports to: Director of Business Operations
Revision Date: 01/27/2020
Job Code: 410
Pay Class/Status: Management – Exempt

Summary:

Reporting to the Director of Business Operations, the Business Operations Manager is responsible for functional leadership, planning, strategy implementation, and oversight of IHP's day-to-day activities related to infrastructure and support, including human resources, compliance, and administration. The Manager mentors, guides, and manages business operations staff in all designated functional areas. He/she also coordinates improvement activities, ensures alignment with organizational mission, vision, values, and strategic initiatives, and reports routinely to the executive management team.

Essential Functions:

1. Develops, leads, coordinates, and implements organizational and communication strategy with internal staff and external customers or stakeholders related to the functional areas of business operations, including human resources, compliance, administration, and some finance related activities.
2. Demonstrates and maintains a broad working knowledge of human resources, related regulations and laws, and best practices.
3. Provides key organizational leadership in compliance with human resources practices and related laws and regulations. Ensures that IHP has effective human resource policies and practices.
4. In collaboration with the Corporate Compliance Officer, ensures adherence to IHP's Corporate Compliance Program through writing and implementing comprehensive compliance policies and practices, including the maintenance and delivery of the Disaster Response and Recovery Plan and accurately performing annual compliance and security risk assessments.
5. Acts as the HIPAA Privacy and Security Officer, coordinating and maintaining oversight of IHP's compliance with privacy and security regulations, including HIPAA.
6. Ensures adequate Corporate Compliance Program knowledge, and provides training or shares relevant information to staff, members, vendors, and FDRs (First Tier, Downstream, and Related Entities).
7. Conducts investigations of potential compliance breaches of all types, prepares comprehensive reports, and implements remediation plans.
8. In coordination with the Director of Business Operations, researches, initiates and participates in contract negotiations and administration.

9. Fosters innovation and problem solving, while developing and maintaining new and existing collaborative relationships with IHP staff outside of the Business Operations Team as well as external customers, provider offices, health plans, vendors, and community stakeholders.
10. Manages specified staff of IHP, while identifying and removing barriers to enable efficient and productive performance in a customer service focused work environment.

Supervisory Responsibility:

While a Manager in any functional area has specific responsibilities related to his/her areas of responsibility, his/her greatest priority is performance as a leader. The following responsibilities and expectations describe how the Manager fulfills his/her responsibilities inherent in the role of leader.

1. Establishes a unifying vision for his/her team that supports IHP's mission and strategic plan.
2. Serves as a model for his/her team and other IHP staff related to IHP's culture and expectations associated with the foundations of a highly functioning team. Behaves in a manner reflective of IHP's mission, vision, values, context, and standards of behavior.
3. Mentors and guides his/her staff in professional development while timely addressing concerns related to skills and behavior.
4. Provides training and mentoring through interactive dialogue and intermittent and routine activities such as one on one meetings and conducting performance appraisals.
5. Builds a cohesive team that supports one another and functions in collaboration with other teams and workgroups within IHP.
6. Fosters open and productive communication with IHP staff and external partners.
7. Establishes personal and team goals in alignment with IHP's mission and strategic initiatives, monitors progress, and adjusts as appropriate.
8. Develops a thorough understanding of the organizational financial implications of his/her lines of business. Utilizes financial information to make high-quality decisions.
9. Provides the executive leadership team with routine performance reports related to functional areas of responsibility and participates in related planning.
10. Participates in and contributes to a high-functioning management team with fellow Managers.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Identifies opportunities and implements process improvement initiatives for IHP and its stakeholders.
2. Develops plans of action and conducts evaluation, data analysis, surveys, focus groups, or other means of obtaining input on continuous business operations improvement and new program development.
3. Ensures documentation of business operations initiatives are accurately and completely captured.
4. Maintains a broad view of health care issues and changes that may impact IHP and its owners.
5. Provides broad range of consultative services to all levels of employees regarding employee relations issues, policies, and procedures.

6. Acts as a liaison and advisor to the IHP leadership team and initiates and/or facilitates development initiatives.
7. Provides support to the Director of Business Operations related to overall business operations and critical finance functions.
8. Represents IHP on state, regional, and community groups.
9. Participates fully as a member of the Business Operations team, including participating in culture development and building a strong team for delivering IHP's mission.
10. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, code of conduct, and customer service standards.
11. Committed to continuing professional development.
12. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
13. Performs related duties as assigned.

Education/Experience

Required Education and Experience:

1. Bachelor's degree in business related field or in another field with requisite experience required.
2. Five (5) years of related professional experience, including a strong working knowledge of and experience in human resources is essential.
3. Two (2) years of management experience required.
4. Proven skills in identifying and implementing process improvements in complex business systems will distinguish the successful candidate.
5. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. Experience in one or more areas of business operations, such as compliance, administration, or finance is preferred.
2. Experience in the health care industry is preferred.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

Communication	Analytical skills
Interpersonal skills	Grammar and spelling skills
Customer relations skills	Problem solving skills
Computer skills	Organizational skills
Microsoft Excel, Word, Access	Basic math skills
Demonstrate and maintain high level of accuracy	Time management skills
Conflict resolution skills	Public Speaking

Licensure/Certification: N/A

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary

Position Type/Expected Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours may vary by position with some positions requiring extended workdays depending on business needs. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position requires up to 20 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

Accountability/Authority:

The Business Operations Manager has the authority to act in good faith, while making ethical business decisions for IHP that may impact IHP's financial and strategic goals as it relates to creating new and building existing relationships with community partners; and establishing opportunities for developing new lines of business. This position requires a high level of demonstrated confidentiality, leadership skills, and decision-making ability.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.