



## JOB DESCRIPTION

**Job Title:**  
**Pay Grade:** N/A  
**Organization:**  WellMed  PHC  Comfort Care  
**Department:**  
**Reports To:**  
**FLSA Status:**

### Job Summary

The responsibilities of this position demand a wide range of capabilities including: strategic planning and analysis skills; strong understanding of billing and collections for physicians and or medical practices; strong accounting knowledge and understanding of financial statements; understanding of managed care contracts; management breadth to direct and motivate; highly developed communication skills; political savvy; and the ability to develop clear action plans and drive process, given often ambiguous issues with numerous interdependencies.

### Essential Job Functions

1. Acts as liaison, problem solver, and facilitator between client and WellMed departments, programs and senior management.
2. Takes ownership of the total work process and provides constructive information to minimize problems and increase customer satisfaction.
3. Provides technical leadership to projects; assesses project impact on the workforce; accountable for project documentation to senior executives and other key clients; facilitates communication of project outcomes and best practices.
4. Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
5. Plans and facilitates meetings. Makes formal presentations to various senior level audiences. May include developing training program for different levels of audiences.
6. Flexibility and ability to manage changing priorities in a fast paced environment; and the capability to determine if/when issues require escalation.
7. Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
8. Analyzes data from a variety of statistical and financial reports and develops recommendations, strategic plans and action plans to improve identified clinic deficits.
9. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
10. Performs all other related duties as assigned.

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### **Minimum Required Education, Experience & Skills**

- **Reading & Writing Comprehension** -- Communicating effectively in writing as appropriate for the needs of the audience. Understanding written sentences and paragraphs in work related documents.
- **Mathematics** -- Using mathematics to solve problems.
- **Critical Thinking** -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Judgment and Decision Making** -- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Active Learning** -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Performance Evaluation** -- Identifying performance measures or indicators and the actions needed to improve or correct performance, relative to the goals.
- **Speaking** -- Talking to others to convey information effectively.
- **Systems Analysis** -- Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Complex Problem Solving** -- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

### **Preferred Education, Experience & Skills**

- Bachelor's Degree in Health Care or Business Administration
- Prefer minimum three years in the business, medical or legal field.
- Prefer appropriate state's General Lines Insurance License or ability to obtain one.

### **Physical & Mental Requirements:** (check all that apply)

- Ability to lift up to 100 pounds
- Ability to push or pull heavy objects using up to \_\_\_\_\_ pounds of force
- Ability to sit for extended periods of time
- Ability to stand for extended periods of time
- Ability to use fine motor skills to operate office equipment and/or machinery
- Ability to properly drive and operate a company vehicle
- Ability to receive and comprehend instructions verbally and/or in writing
- Ability to use logical reasoning for simple and complex problem solving
- Ability to work under stressful conditions and/or irregular business hours.

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