

ADMINISTRATIVE SERVICES MANAGER

FUNCTION OF THE JOB

Under direction, to manage the Administrative Services Division of the Department of Health and Human Services; to perform supervisory and advanced professional work in planning, organizing, developing and managing the department budget and directing the fiscal, business, systems application support and administrative support for the department; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Directs, administers, and coordinates the Department of Health and Human Services preparation of capital planning, financial planning, and forecasting.
2. Directs and administers the review and analysis of the State budget and legislative proposals to determine their impact on the Department of Health and Human Services operations.
3. Directs the preparation of material for and participates in the Department of Health and Human Services annual budget reviews with the Health and Human Services Board, County Executive, Health and Human Services Committee and Finance Committee.
4. Develops, plans, organizes, and implements current and future strategies to bill customers, process payments, minimize bad debt, improve cash flow, and manage the overall health of the agency's receivables.
5. Monitors and evaluates the efficiency and effectiveness of division operations; analyzes business operations and processes; ensures compliance with Waukesha County policies and procedures; and makes recommendations for improvement.
6. Directs the implementation of the Department of Health and Human Services operating and capital budgets; and administers budget monitoring and modification processes; analyzes trends affecting current expenditures; provides written analyses; and coordinates needed budget modifications.
7. Develops and administers the budget and strategic plan for the Administrative Services Division.
8. Develops, initiates, maintains, and revises compliance plan policies, procedures, and practices to prevent illegal, unethical, or improper conduct related to fiscal operations.
9. Monitors and reviews divisional policies and procedures and complete annual self-assessment of compliance program and related policies and procedures to ensure that regulatory changes in federal and state programs incorporate Medicare and Medicaid, HIPAA requirements, and the OIG annual compliance program component.
10. Monitors and executes contracts with the State of Wisconsin for compliance with the terms and associated state and federal codes, statutes, administrative rules and policies.
11. Directs the purchase of service contracts including the preparation of cost estimates, negotiations of terms and service delivery, policies and deadlines with vendor.
12. Directs, administers, and coordinates the delivery of fiscal, business, and centralized administrative support to the Department divisions.
13. Directs and coordinates the process of fees, collections, and revenues including new funding sources.
14. Directs the preparation of materials for State and County audits; directs the process of review and action necessitated by contract agency audits.
15. Selects, assigns, supervises, and evaluates employees and handles any personnel problems of the staff.
16. Collects, tabulates, analyzes, and prepares detailed financial and statistical data for fiscal reports.
17. Prepares and monitors the department's capital projects, prepares department ordinances, reviews and evaluates Request for Proposal documents and responses.
18. Conducts financial and business process analyses of complex state programs or initiatives, including cost-benefit analysis, determination of revenues, operational costs, and tax levy impact; evaluates and makes recommendations.

19. Identifies best practice revenue cycle processes and implements these solutions including analyzing performance for all revenue cycle metrics.
20. Serve as a representative of the department to the contracted agencies, County Board Committee, representatives of state and local governments, professional groups, and the general public.
21. Establishes and maintains effective working relationships with county staff, county board members and committees, general public, external agency administrators, external and internal auditors, and federal, state, and local officials.
22. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
23. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of governmental appropriation, budgeting, and auditing principles and procedures.
2. Thorough knowledge of generally accepted accounting principles as applied to governmental entities.
3. Thorough knowledge of revenue cycle processes in a healthcare setting, managed care plans, insurance carriers, referrals, and precertification procedures, CPT, ICD-10, HCPCS, modifiers, coding, and documentation guidelines.
4. Thorough knowledge of third-party reimbursement systems and accounts receivables.
5. Comprehensive knowledge of the modern principles and practices of administration and management including budgeting, communications, staffing, and management and financial controls and policy and procedure development.
6. Comprehensive knowledge of the laws and regulations as they relate to contracts and purchase of services.
7. Comprehensive knowledge of the principles and techniques of financial and statistical analysis and financial modeling and forecasting.
8. Comprehensive knowledge of governmental grant procedures.
9. Comprehensive knowledge of the federal, state, and local laws, codes, and regulations and how they affect the financial operation of the department.
10. Considerable knowledge of information technology and computer capabilities and applications as used in budgeting and financial analysis and reporting, including database, Internet access, spreadsheet, and word processing.
11. Considerable knowledge of modern office practices, procedures, and equipment.
12. Working knowledge of the Medicaid, Medicare, private insurance, and self-pay standards that impact clinical service delivery and reimbursement.
13. Working knowledge of state and federal confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
14. Working knowledge of Emergency Government and Incident Command structures and protocols, including First Responder rules and responsibilities.
15. Working knowledge of design, coding, implementation, and support of enterprise-wide applications and interfaces.
16. Ability to help support the identification and implementation new data-driven strategies and processes for the organization and to deliver information solutions to various areas of the organization.
17. Ability to assist in formulating operating plans, and procedures and to direct their application.
18. Ability to assist in evaluating complex programs and policies.

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19. Ability to lead and/or participate in work groups; and to plan and manage projects.
20. Ability to plan, organize, and effectively carry out a variety of assignments and projects.
21. Ability to gather, analyze, and evaluate data; maintain accurate and detailed records; and prepare comprehensive recommendations and reports.
22. Ability to communicate effectively both verbally and in writing and to effectively present ideas, concepts and recommendations.
23. Ability to establish and maintain effective working relationships with county staff, county board members and committees, general public, external agency administrators, external and internal auditors, and federal, state, and local officials.
24. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
25. Ability to plan, organize, assign, supervise, and review the work of others.
26. Ability to utilize word processing, database and spreadsheet programs.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business administration, public administration, accounting, finance or a closely related field.
2. Five (5) years of progressively responsible professional work experience in the areas of budgeting, accounting or fiscal management.
3. A master's degree in an area listed above may be substituted for one (1) year of the work experience requirement.