

# Pacific Vision Surgery Center Job Description

**Position Title:** Administrator  
**Reports to:** CEO & Board of Directors

Page 1 of 4

## Position Summary:

Plans, organizes and directs day-to-day operations of the organization toward achievement of its goals and objectives. This includes all business office and clinical operations.

## Minimum Requirements:

- **Education/Experience/Licenses/Certificates/Eligibility:** Bachelor degree in Business, Nursing, Health Care Administration or related field, or equivalent experience. At least three (3) years demonstrated experience in administration/management of an ambulatory surgery center. Fundamental management skills of planning, organizing, facilitating, coordinating, collaborating and the ability to interact and communicate effectively with organizational subordinates, peers and superiors. Strong computer skills including MS Office package, email and time management software.
- **Eligibility:** All employees must be able to provide proof of their identity and their right to work in the United States.

## Skills/Knowledge/Ability:

- **Interpersonal:** Client oriented. Ability to process patient and public inquiries with poise and efficiency. Actively participates in the development of a healthy work environment. Uses interpersonal skills to establish and maintain healthy interpersonal relations with employees, patients, organizations and the public. Good communications skills; oral and written.
- **Critical Thinking:** Above average ability to handle multiple simultaneous tasks and phone calls while maintaining a professional courteous demeanor. Must be able to handle patient, employee or visitor confrontations in a positive manner. Above average ability to recognize, evaluate, solve problems and correct errors.
- **Knowledge:** Ability to identify and implement opportunities to improve performance of the center. Ability to promote effective communication within the center. Proficiency in accounting and the use of automated accounting systems. Knowledge of word processing and spreadsheet programs. Knowledge of medical office procedures, procedural coding, insurance operating procedures, managed care contracts and claims processing guidelines. Ability to maintain confidentiality of sensitive information.
- **Machines, Equipment, Work Aides:** Computer, calculator, printer, copier, telephone & fax.
- **Work Environment:** Subject to busy office requiring above average ability to prioritize and organize. Some overtime and travel may be required.
- **Physical Demands/Work Environment:** See the Physical Demand Analysis form for information specific to this position.

# Pacific Vision Surgery Center Job Description

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Page 2 of 4

## Essential Competencies/Performance Expectations:

- **Fiscal Management**
  - Produces analysis and reports on budget variances.
  - Meets established financial objectives. Strives to stay within budgeted guidelines.
  - Oversees business office functions including coding and claims processing, accounts receivable and accounts payable to ensure efficient cash flow.
  - Compiles data and prepares regularly scheduled or special reports, analyses and financial statements, including annual audit.
  - Directs staff to regularly consider opportunities for revenue increases and expense decreases
  
- **Contract Management**
  - Effectively executes contracts to assure our ability to provide services to all surgeon clients.
  - Annually reviews contracts to ensure financial viability to the facility.
  - Directs the administration of third-party claims under managed care contract terms. Develops and implements internal policies and procedures to assure contract compliance and maintain appropriate controls.
  - Educates staff on new contract obligations and responsibilities
  
- **Business Management**
  - Develops business office objectives, establishes staffing patterns, and organizes work load.
  - Interacts with clinical director, medical staff and Governing Body to assure close coordination of business office functions and goal directed performance.
  - Recommends and establishes credit and collections policies, implements system for collection of delinquent accounts, resolves difficult payment and associated receivables management problems.
  - Works closely with management information systems and vendor support staff to implement labor-saving system enhancements including electronic data interchange (EDI) for claims transmission/remittance, eligibility, and claims adjudication/payment.
  - Maintains and/or monitors appropriate financial and statistical records reflecting the status of accounts receivable and managed care claims. Prepares and presents reports as appropriate.
  - Maintains knowledge of and complies with established policies and procedures including but not limited to the confidentiality of patient account status.
  - Maintains service orientation with staff, patients, and the public. Collaborates with clinical director to establish procurement system.
  
- **Clinical Management**
  - Develops clinical objectives, establishes staffing patterns, and organizes work load.
  - Interacts with clinical director, medical staff and governing body to assure close coordination of business office functions and goal directed performance.
  - Assures center's licenses, certifications, and/or accreditations are achieved and maintained.
  - Serves as a member of the Medical Advisory Committee and the TQM Committee.
  - Achieves and maintains high level of service to patients and surgeons.
  - Plans, implements, and evaluates improvements in the delivery of care, employee satisfaction, and other quality management and risk management activities.

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Page 3 of 4

## ▪ Facility Management

- Actively participates in planning and designing policies and procedures in collaboration with appropriate staff members
- Identifies work related improvement opportunities and analyzes them to identify causes/find solutions.
- Acts decisively to implement solutions to resolve critical issues or improve processes.
- Communicates clear understanding of job responsibilities, task objectives, deadlines and performance expectations.
- Meets regularly with department managers to assure the smooth operating of the center.
- Disseminates relevant information about decisions, plans and activities to people that need it for job performance.
- Shares up-to-date information on center activities and evaluates the performance of individuals through timely completion of competency assessments and skill checks
- Listens attentively to others. Tries to understand the meaning of the communication of others, perceives their needs and interests.
- Works in harmony with others as a team leader.
- Regularly meets deadlines related to individual as well as team performance on projects/assignments.
- Accepts full responsibility for his actions
- Observes scheduled hours of work and puts in extra hours when necessary.
- Conducts and presents self in professional manner.

## ▪ Staff Development

- Exhibits competence in staff selection.
- Provides a clear description of duties and responsibilities to staff.
- Provides department orientation to staff on an ongoing basis including safety training
- Delegates tasks to qualified staff members.
- Adheres to established policies and procedures and sets an example of appropriate behavior.
- Discusses changes which directly affect individuals or general staff prior to change, encourages suggestions and invites participation in decision making, incorporating the ideas and suggestions of others.
- Allows staff to have substantial responsibility and discretion in carrying out work activities, handling problems and making important decisions.
- Provides coaching to facilitate an employee's skill acquisition, professional development and career advancement.
- Facilitates the constructive resolution of conflict.
- Encourages cooperation, teamwork and job ownership.
- Provides praise, recognition, and appreciation for effective performance, significant achievements and special contributions.

## ▪ Professional Development/Facility Promotion

- Develops contacts with people who are a source of information and support.
- Markets the benefits of the center to payors, patients, and physicians.
- Maintains contacts through periodic interactions including visits, telephone calls, correspondence, seminars and attendance at meetings and social events
- May participate in activities that promote a healthy community.
- Demonstrates knowledge and professionalism with community and other organizational members.
- Provides timely response and resolution to client complaints.

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Page 4 of 4

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## **About Pacific Vision Foundation:**

Pacific Vision Foundation is a 501(c)(3) with a mission to provide access to excellent eye care for all regardless of ability to pay. We are pioneering an innovative social model in the Bay Area, a cornerstone of which is the Pacific Vision Surgery Center, opened in 2020 and providing exemplary, patient-driven care to all regardless of financial circumstance.

*Pacific Vision Foundation is an Equal Opportunity Employer. The Foundation will recruit, hire, train, and promote persons without regard to race, color, age, sex, religion, national origin, ethnicity, marital status, familial status, political belief, sexual orientation, disability, medical condition or any other category protected by federal, state, or local law.*