



# healthcurrent

## Manager, Administrative Services

**Job Title:** Manager, Administrative Services

**Reports to:** Chief Financial Officer

**FLSA Status:** Full-Time, Exempt

### Summary

The Manager of Administrative Services assists in the development and administration of all human resources and administrative programs and processes designed to attract, retain and motivate performing employees. The Manager plans and carries out policies relating to all phases of human resources and administrative support activities and oversees office operations and administrative staff members. The Manager will hire, train, and evaluate administrative team members; develop, review, and improve policies, systems, and procedures; and generally, ensure the office operates smoothly and efficiently. This position is based in Phoenix, Arizona.

**Duties and Responsibilities** include the following:

- Supervises day-to-day operations of the administrative department staff members including human resources, benefits administration, CRM support, and desktop computer and telephone system support functions
- Provides daily supervision and management of assigned staff, maintain allocated staffing levels including leading recruitment efforts, training and creating on-boarding plans for new or transferred employees
- Ensures the new employee orientation program is comprehensive, meaningful and delivered to new employees as prescribed within organizational policies; the Manager may from time-to-time conduct the employee orientation program
- Investigates employee reported concerns and recommends courses of action to the CFO and executive team to resolve such issues
- Provides consultative services to organizational departments and teams, and provides coaching in the resolution of employee performance issues
- Coordinates with the Education and Training Manager to ensure delivery of all general training for employees as well as personal, professional and team development training as needed
- Develops, reviews, and improves administrative systems, policies, and procedures
- Ensures that the organization honors its employment and benefits contracts and follows government regulations and safety standards
- Ensures record keeping systems are accurate and complete and include record of insurance coverages, 401(k) plan and personnel transactions such as hires, promotions, transfers, performance reviews and terminations

- Plans, schedules, and promotes office events, including meetings, conferences, interviews, orientations, and training sessions
- Ensures that maintenance and repair of machinery, equipment, and electrical and mechanical systems are completed in a timely manner
- Oversees special projects and tracks progress towards organizational goals
- Builds new and expands existing skills by engaging in educational opportunities
- Performs other related duties as assigned

### **Qualifications**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Skills**

- Strong organizational, planning and time management skills
- Strong interpersonal and communication skills
- Strong leadership and coaching skills
- Strong analytical and problem-solving skills
- Proven ability to plan, organize, manage and prioritize multiple tasks and projects efficiently and effectively
- Proven ability to establish and maintain effective relationships with other management staff, employees and stakeholders
- Proven ability to work independently as well as ability to effectively work in a team environment and maintain strong working relationships
- Proven ability to embrace change and adjust quickly to varying work demands and shifting priorities
- Proficiency with office technology and equipment, such as computers, copiers, scanners, fax machines, and phone systems
- Proficiency with the Microsoft Office Suite including Excel, Word, Project, and Visio preferred

### **Education/Experience**

3-5 years of experience in Human Resource management with business office operations and management required. General healthcare knowledge and health information technology or health information exchange experience preferred. Bachelor's Degree in Human Resource Management, Business Administration or related field required.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This includes availability to work non-regular hours as necessary, ability to periodically drive to and from clients, conferences and events, and

limited travel. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**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. An employee must occasionally lift and/or move up to 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear.