

UW HEALTH JOB DESCRIPTION

Business Operations Specialist

Job Code: 300137	FLSA Status: Exempt	Mgt. Approval: System	Date: August 2020
Department: System		HR Approval: J. Theisen	Date: August 2020

JOB SUMMARY

The Business Operations Specialist supports the business and programmatic activities of a department. This position is responsible for analytical and program support in business and program planning, plan implementation, and operations improvement. The Business Operations Specialist may have access to Enterprise Analytics tools, data warehouse resources, and other information resources that are aligned with overall UW Health strategic information, data stores, analytical methods, and products.

The Business Operations Specialist is expected to identify problems and assist with developing resolutions with moderate direction. A wide variety of internal and external contact relationships are involved in the performance of the duties of this position and the incumbent interacts with employees at all levels of responsibility.

MAJOR RESPONSIBILITIES

Business/Program Planning:

- Assist with business planning process for short-term and long-term projects, programs, and business opportunities.
- Completes ad-hoc reporting and analysis as needed to support ongoing management and decision making
- Assist with preparing operational requirements of pro-formas for program and business opportunities as directed by leadership.
- Supports leadership regarding project, program, and business opportunity planning.
- Ensures that leadership is aware of any potential optimization opportunities that are identified.
- Assist with implementation and monitoring of optimization opportunities.
- Develops training materials and conducts reviews to assist with regulatory compliance and routine audits.

Operational Improvement:

- Assist with the implementation of new policies and procedures.
- Provide input on continuous process improvement initiatives.
- Performs analysis of various aspects of operations, monitors trends, and reports findings.
- Assist leadership with determination of when adjustments may be needed to ensure accomplishment of programmatic objectives and address concerns/complaints as they arise.
- Collect data to assist with development of targets for improvements in customer service, productivity, and control of costs.
- Participate in processes used for monitoring or tracking performance of programs
- Ensure compliance with regulatory requirements for department or area.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in business administration, finance, information systems, or another relevant field. Four years of relevant experience may be considered in lieu of a degree in addition to the experience listed below.
	Preferred	
Work Experience	Minimum	One (1) year of experience in healthcare, accounting, business administration, finance, analytics, project leadership, or related experience
	Preferred	Two (2) years of experience in healthcare, accounting, business administration, finance, analytics, project leadership, or related experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of Microsoft Excel and other database software. Ability to learn other software packages. Ability to integrate data from a variety of sources. • Strong organizational skills. • Ability to work with diverse groups and stakeholders.

UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> • Ability to work independently and have attention to detail. • Ability to develop and analyze options and recommend solutions to solve moderate to complex problems and issues • Flexibility and receptiveness to new and different opinions/ideas • Good judgment and ability to act decisively and escalate issues at the right time • Ability to build collaborative alliances and teams • Ability to effectively deal with conflict management and the skill to anticipate and bring issues to resolution. • Excellent interpersonal, written and verbal communication skills.
--	---

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.