

UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS			
Title: Sr. Business Operations Specialist		Department/Number: 63020	
Reports to: VP, Human Resources			
Job Code: UWMF: UWHC: 2769	FLSA Status: Exempt	Pay Grade: UWMF: UWHC: 8	
Manager Approval:	Date:	HR Approval: C Richard	Date: February 2016
POSITION SUMMARY			
<p>Responsible for providing professional level administrative support for strategic and operational projects within the Human Resources department. The Sr. Business Operations Specialist is responsible for collecting and utilizing operational and benchmark data to recommend targets for improvements in employee growth and management measures, customer service, productivity and cost control. The Specialist performs a variety of complex projects, financial and data analysis, making recommendations to improve processes, systems and programs. The Specialist prepares appropriate reports and statistics, researches and conducts surveys to evaluate departmental operational and fiscal performance. Drafts business plans as needed. Additionally, the Specialist participates in various process design and improvement initiatives and works closely with HR leadership, the Quality, Safety, Innovation (QSI) and Business Planning and Analysis (BPAD) teams and staff across UW Health.</p> <p>Problems encountered are of moderate to high complexity and require a broad knowledge of business development, healthcare and business administration, fiscal management and planning. The incumbent is expected to identify and resolve problems with minimum direction. The incumbent is expected to possess excellent organizational skills that will lead to the effective planning and management of projects. The position requires the ability to independently evaluate and analyze market data and develop specific work plans that achieve the goals and objectives of the service line. Incumbent works on a broad variety of assignments, the majority of which require an intermediate to advanced level of analytic competency.</p>			
MAJOR RESPONSIBILITIES			
<p><i>List the essential functions of the job and provide details of job responsibilities in this section. These statements should describe the fundamental job duties for which the position is accountable.</i></p> <p>Service Delivery</p> <ul style="list-style-type: none"> Provides administrative support for strategic and operational projects within the Human Resources department, under the direction of the Vice President of Human Resources and Senior Directors. Role models service excellence in interactions with internal and external constituents. Establishes a strong cooperative relationship with the Human Resources' leaders and administrative team by providing the information, tools and services necessary to carry out their management responsibilities. <p>Communication</p> <ul style="list-style-type: none"> Demonstrates excellent oral and written communication using a variety of methodologies. Prepares presentations for Human Resources' leaders to ensure consistent communication internally, to the Authority Board, and external audiences when needed. Translates data and information into meaningful stories related to the Human Resource strategic plan initiatives. <p>Operational Improvement</p> <ul style="list-style-type: none"> Collects and utilizes operational and benchmarking data to recommend targets for improvements in employee growth and management measures, customer service, productivity, and cost control. Prepares appropriate reports and statistics, and conducts surveys in order to evaluate departmental operational and fiscal performance. Participates in the review of Human Resource processes. Recommends and participates in implementation of process improvements consistent with regulatory standards. Monitors and measures process changes. Assists in the coordination of HR policy/guideline reviews, including gathering feedback from stakeholders, proposing edits and finalizing for monthly committee review. Facilitates cross-functional performance improvement teams. Develops team charter, agendas, minutes, meeting material; and supports the work of the team through research. Researches industry best practices and recommends human resource process improvements to Human Resources' leadership. Reviews and recommends human resource management policies that support the direction of the strategic plan. <p>Resource Management</p> <ul style="list-style-type: none"> Participates in and supports the capital and operating budget process for the Human Resources department. Assists with the coordination of the HR budget submission and assists directors with preparing the annual budget. Monitors capital expenditures against budget and regularly reconciles with purchasing and fiscal. Monitors and reports operational financial management by monthly analysis of actual versus budgeted operating margins in assigned areas and for the Human Resources department. 			

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Strategic Planning

- Participates on program planning teams, and provides support in the coordination of the planning process, financial, and marketing strategies.
- Establishes monitoring process for tracking performance of new programs to facilitate programmatic adjustments needed to assure accomplishment of objectives.
- Researches and synthesizes operational and benchmarking human resource management best practices, and prepares reports, proposals, and business plans as indicated.
- Develops processes to assure timely communications to stakeholders about the status of projects being planned or implemented.

Miscellaneous

- Responsible for other miscellaneous duties as assigned by the Vice President of Human Resources and Senior Directors.

POSITION REQUIREMENTS

Education	Minimum	Bachelor's Degree in Human Resources Management or related field
	Preferred	Master's Degree in Human Resources Management or related field
Work Experience	Minimum	Five (5) years of progressively responsible experience in advanced analytics, quality improvement, project management or related experience.
	Preferred	Demonstrated success in implementing a variety of Human Resource process initiatives. Previous work experience in a health care setting.
Required Licenses/Certifications		Six Sigma certification preferred.
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Exceptional oral/written communication skills. • Ability to independently research issues and make effective recommendations using critical thinking skills. • Effective analytical ability to solve complex problems and issues. • Excellent customer service skills and ability to work with a diverse group of people. • Track record demonstrating ability to function independently and as a team member. • General knowledge of the principles and practices of human resource management. • Excellent organizational skills and attention to detail. • Ability to compute statistical and fiscal math. • Competent in MS Outlook, Word, and PowerPoint. • Advanced skill in Excel. Statistical software skills preferred.

[illegible]

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.*

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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:		•		

Work/Environmental: Moderate noise level consistent with an office environment.

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.