# Department Administrator (Clinical) – Position Description

## Position Purpose

The Department Administrator (DA) is responsible for planning and organizing the department’s financial affairs, including business development, and for administering its clinical, educational and research programs. In collaboration with the chair of the department, the Department Administrator sets goals and objectives for the department and manages its relationship with the college(s), the university, affiliated hospitals and health systems, and other external entities. The DA directs the department’s financial planning and accounting practices; maintains financial management reporting and control systems; monitors departmental expenditures; oversees compliance with policies, procedures and regulations of the university, affiliated organizations and external agencies; and assures a high-functioning operational infrastructure to support the department’s clinical, educational and research missions. The department administrator reports jointly to the department chair and also has a defined secondary reporting relationship to the dean’s office.

## Duties and Responsibilities

*Financial Management and Business Planning*

* Manages the department’s finance and accounting practices as well as its financial relationships with the affiliated hospitals/other external groups.
* Manages revenue/expense reporting, monitors/reviews expenditures, generates reports, prepares financial forecasts, identifies and analyzes financial problems and recommends solutions.
* Analyzes, prepares and makes recommendations on business aspects of proposals for new clinical, research and teaching programs (including financial feasibility, financial projections, effects on facilities and equipment, staffing implications, impact on department administrative and management structure)
* Annually updates the department’s comprehensive, multi-year business plan in alignment with strategic and long-range department plans
* Develops and presents to the department faculty and the Dean’s Office the annual consolidated budget incorporating all components of department resources (general fund, contracts and grants, fellowships, gifts, and other restricted and unrestricted funds)
* Monitors, reports and explains budget variances; addresses variances and presents alternatives for achieving goals.
* Meets fiduciary responsibility for financial controls and complies with all audit requirements
* Negotiates (with chair or as his/her delegate) with external entities to maximize financial resources.

*Research Management*

* Supports and monitors research-related financial activities to assure compliance with university and funding agency regulations; prepares reports as required
* Provides oversight and administrative direction for all grant management activities and clinical research compliance in the department
* Prepares budgets (or oversees preparation of budgets) for contract and grant applications; assists PI’s in the preparation of the administration and budgetary aspects of applications and reports; and assists with financial aspects of IRB submissions
* Manages the pre-award, post-award and close-out processes of all sponsored projects; functions as a departmental resource for PI’s when preparing grants
* Oversees compliance with all funding agencies and the IRB to assure that all required information is maintained and reported on a regular basis and identifies, analyzes and corrects any discrepancies.
* Monitors and analyzes grant budgets and notifies PI’s of the need for expense reallocation
* Maintains strong working relationship with Research Office and Contracts and Grants office to expedite processing of information

*Clinical Management*

* In partnership, manages the clinical operations of the department, including accounts payable and receivable
* On a regular basis prepares and presents management reports that monitor all aspects of the department’s faculty practice, e.g. billing, collection, productivity that will enable the department to set improvement goals, minimize expenses and maximize revenue
* Works with administration to evaluate managed care opportunities, negotiate and manage third party, managed care, medical service agreements
* Collaborate regarding negotiation and management of contractual arrangements with Hospital and other outside entities.
* Monitor (or monitor reports on) the professional revenue cycle including charge capture, accounts receivable management, billing compliance and other related activities.

*Education (Academic) Management:*

* Work with the Chair and the Dean’s Office regarding resources available or needed to support students and education programs. Oversee management of student, fellow and residency related activities. Oversee graduate program administration
* Manage department-specific educational programs such as Grand Rounds, CME programs, etc
* Provide guidance and education to faculty and staff concerning financial and administrative operations of an academic department; assure that all faculty and staff participate in required compliance or other training
* Negotiate with Sparrow Hospital or other affiliates concerning clinical fellowship programs.

*Human Resources Management (Staff)*

* Lead departmental strategic planning for staffing; manage department administrative staff
* Determine the appropriate organizational structure and mix of staff to maximize operations and minimize expenses
* Facilitate fulfillment of staffing needs (eg, define position, prepare job descriptions and staffing requests); coordinate employment, orientation and termination activities.
* Monitor staff performance; coach, motivate, develop and take corrective action as needed; ensure annual staff evaluations are completed on time and that job descriptions are kept up to date
* Serve as a resource to assist in the resolution of employee relations issues and address/resolve staff problems and concerns in consultation with Human Resources and/or Central Human Resources
* Manage staff compensation program and annual raise process, ensuring fair and equitable salary administration
* Ensure staff receive necessary training in order to optimize performance of essential job functions; recommend, arrange for and/or provide training, coaching and developmental activities
* Assure adherence to all university human resources policies and procedures

*Human Resources Management (Faculty)*

* Provide guidance to the Chair as well as analyses, financial projections and other information to support recruitment and retention of faculty, including evaluation and assessment of need for faculty and program administrative and business support
* Participate in the faculty recruitment process and work with the Chair and the Dean’s Office to identify available resources to support faculty position requests including research start-up packages, space, etc.
* Work with the Chair and the Dean’s Office to identify available resources to support on-going faculty interests and needs
* Manage the faculty salary and bonus programs, utilizing compensation strategies that comply with and further the mission of the department, the college and the university; advise on starting salaries; provide Chair with appropriate information to maintain academic salary equity through the raise process
* Oversee support of the department reappointment, promotion and tenure activities for employed and no-pay faculty; facilitate faculty affairs activities including appointments, promotions, sabbaticals
* Facilitate the annual faculty review process

*Facilities Management*

* Review and analyze requests for space including financial impact, cost benefits, trade-offs and long-range implications; recommend space allocation or reallocation to the chair in compliance with department, college and university space policies and procedures
* Maintain current department space inventories and report changes in space allocation to the Dean’s Office
* Oversee management of department research and service facilities and recommend allocation/reallocation of space for research programs to the Chair
* Ensure appropriate maintenance of all department facilities; arrange for necessary repairs
* Respond to requests for the university’s annual space planning and alterations/improvement funds process
* Represent the department in all aspects related to moves and renovations; coordinate faculty and staff moves to new or interim locations
* Coordinate and resolve access issues for shared facilities
* Maintain capital equipment inventory and develop and monitor a capital equipment plan for the department (including research labs)
* Ensure that all faculty and staff are trained in safety policies and procedures including building evacuation, secured building access, reporting of work-related injuries, reporting of theft or suspicious activities.

*Information Management*

* Work to ensure computer systems are current and operating correctly
* Maintain inventory of all pc’s/laptops; ensure appropriate disposal
* Ensure that all faculty staff are informed of university acceptable use policies

*Strategic Planning*

* Assist with the formulation of strategic plans for the department; establish business and administrative plans and goals that support the department’s and the college’s academic, research and clinical programs, activities and services.
* Build credible and lasting relationships with all internal partners and external constituents, including affiliated institutions, medical groups and contracting entities.
* Assist/advise the chair and, when necessary, represent the Chair as an advocate of the department’s needs and goals in budget, space or other negotiations with management and committees at the college or university level as well as with external organizations.
* Support decision-making by providing information regarding trends in research, teaching, or clinical practice; performing feasibility studies, cost and revenue analyses and projections; determining impacts on staffing, space, facilities and administrative structure.
* Assist with and support department advancement and marketing efforts.

## Knowledge, Skills and Abilities

Effective leadership and organization skills. Proven ability to manage and lead staff in a changing environment. Understanding of the evolving health care marketplace. Ability to identify opportunities to enhance income from various revenue sources including promoting, scheduling and charging for services or opportunities provided. Effective communication and presentation skills. Track record of forming collaborative and effective working relationships with physicians and senior administrative leaders. Demonstrated experience in financial management including planning, forecasting and budgeting. Demonstrated understanding of financial and accounting principles and standards. Demonstrated experience in contract and grant administration (specific experience required depends on department staffing and needs). Proven skills in the management of a diverse population of faculty, staff and students and in the application of affirmative action practices, and policy implementation. Knowledge of and experience in managing complex information and computer systems.

## Position Requirements

Education: Bachelor’s Degree

Experience: 10+ years

FLSA: Exempt