



**Quileute Tribal Council**

• QUILEUTE INDIAN TRIBE •

**Human Resources Department**

P.O. Box 279 • La Push, WA • 98350

(360) 374-4367 | 4366 | 2175 | 6561 • Fax (360) 374-4368



# Quileute Tribe Job Description

## Clinic Operations Manager

**HOW TO APPLY:** Send Application Package to the address listed below.

Applications can be downloaded at [www.quileutenation.org/job-openings/](http://www.quileutenation.org/job-openings/)

Via email: [hr@quileutenation.org](mailto:hr@quileutenation.org)

-OR-

**The Quileute Tribe  
Human Resources Department  
P.O. Box 279  
La Push, Washington 98350**

**Ensure your Application contains:**

1. Quileute Tribal Application (**REQUIRED**)
2. Cover Letter (**REQUIRED**)
3. Resume (**REQUIRED**)
4. Tribal Enrollment Verification (**REQUIRED**)
5. Driver's License (**REQUIRED**)
6. Diploma/Transcripts(s) High School/GED, College (**REQUIRED**)
7. Certification(s)
8. Credentials (if required)
9. Writing Sample(s) (if required)

***NOTE: Incomplete applications will not be considered.***

Position: **Clinic Operations Manager**  
Supervisor: Quileute Health Director  
Location: Quileute Health Center  
Work Info: Full Time: 40 Hrs/Week (M-F)  
Salary: DOQ/E

**POSITION SUMMARY:**

The Operations Manager is responsible for ensuring that the health center facilities run smoothly and offer high quality healthcare to every patient through coordination of building maintenance, management of supplies, ensuring adequate staffing resources for service delivery, and maintaining policies and procedures. The Operations Manager provides administrative support to the Health Director and the Finance Manager including planning, research, communications, personnel, record keeping and property management.

**ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:**

- Manages the daily operations of the Health Center and ensures efficiency and quality services.
- Address Health Center personnel issues, maintain personnel records on Health Center employees and contractors.
- Develops guidelines for prioritizing work activities, evaluating effectiveness, and modifying activities as necessary.
- Coordinates provider coverage through locum tenens or contractual providers, including coverage dates, to ensure ongoing service delivery for regular provider time off.
- Performs provider insurance credentialing.
- Establishes tracking system to log and monitor expiration dates of employee and provider documents required for Health Center operations.
- Process employee timecards bi-weekly by completing excel timesheets and ensuring accuracy prior to submittal to the Payroll Department.
- Coordinates processing of invoices to ensure timely payments to contracted professional services providers.
- Conduct and document System for Award Management (SAM), List of Excluded Individuals and Entries (LEIE) and the 25 different state lists of excluded providers database searches on a monthly basis.
- Prepare and submit a variety of reports as directed by the Health Center Director and Finance Manager.
- Work with vendors (new and existing) to complete all required paperwork ranging from the new vendor applications to Personal Service Contracts to the Tribe's procurement and payment systems.
- Monitor all fixed assets, including GSA and Clinic owned vehicles.
- Oversees the inventory and maintenance of Clinic assets
- Prepare correspondence and other documents for the Health Director and Finance Manager including word processing/typing of letters, memos, forms, policies and procedures; including the handling of confidential information.

- Regularly meets with clinic support staff to coordinate training, review customer service issues, as well as to provide consistent feedback to support team members.
- Provide administrative support for the Health Director and Finance Manager to include telephone coverage, copier projects, mail handling, and necessary communication internally and externally.
- Develop and maintain system for Health Center mail handling.
- Office supply ordering.
- Maintain an administrative master calendar to coordinate approved/denied leave for all Health Center staff for purpose of ensuring adequate staffing.
- Work closely with Health center staff to support extensive and ongoing training for staff including but not limited to: HIPAA compliance, blood borne pathogens, disease prevention, emergency preparedness, customer service, etc.
- Coordinate the Health Center role in Emergency Management.
- Performs other duties as assigned.

### **SKILLS, KNOWLEDGE AND ABILITIES**

- Demonstrated ability to work independently and supervise staff.
- Knowledge of health care privacy and personnel confidentiality including, but not limited to, HIPAA, 42 CFR, 45 CFR and Tribal Entity confidentiality laws.
- Ability to handle patient and organizational information in the strictest confidential manner.
- Ability to coordinate and communicate with other Tribal Departments and outside agencies in a highly professional manner.
- Familiarity with the concepts and practices of personnel management.
- Ability to handle problems quickly and efficiently.
- Excellent Communication skills; both verbal and written.
- Must have excellent computer skills including use of video conferencing platforms.
- Must have excellent editing and proofing skills.
- Must demonstrate experience in administrative support skills and strong leadership skills.
- Skills in customer service and professionally responding to disgruntled individuals.
- Knowledge and experience working with Native American or Alaskan Native communities
- Knowledge of tribal health operations and/or standards of practice.

### **WORK ENVIRONMENT:**

- Office setting

### **PHYSICAL DEMANDS:**

- Must be able to lift up to 40 lbs. on occasion
- Alternate sitting or standing
- Sit at computer for long periods of time
- Keyboarding

## **SUPERVISORY RESPONSIBILITY:**

- Yes.

## **QUALIFICATIONS:**

### **Required Qualifications:**

- Associate Degree in healthcare, business, or public health services.
- Three years experience working in health services programs.
- Two years supervisory experience.
- Administrative experience in rural healthcare or Tribal clinic setting.

\*\* A combination of relevant education and related work experience may be considered. If an individual has extensive work experience (10+ years) in a health care setting, including 3-5 years management level experience, but lacks formal education requirement, an applicant willing to work towards their degree in public health, healthcare administration, or related field as a condition of employment, may be required. \*\*

### **Preferred Qualifications:**

- Bachelor's Degree in healthcare administration, management, human services, or related field.

## **GENERAL INFORMATION:**

The statements contained herein reflect the general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

**Special Requirements:** Must have and retain a valid Washington State Driver's License - please provide a copy with job application. Must pass a criminal background check, drug and alcohol screening and reference check.

**Indian preference will apply.** If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.

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