



DATE ISSUED: 05/06
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Assistant Director, Student Health Services

JOB SUMMARY

Performs responsible administrative duties in the business operation of the Student Health Services. Responsibilities include customer service management; administration of student health insurance program, both domestic and international; office management; budget management; financial and statistical reporting; and business policy development and interpretation. Work is performed under administrative supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Student Health Services

Supervises: Customer Service Representative(s); Coordination, Student Health Insurance; Coordinator, Immunization Program; Student Assistants; Custodian

PRIMARY DUTIES - May include, but not limited to the following:

Oversees the prompt and courteous processing of students/patients.

Manages the processing of charges, including cash, credit, student account billing transactions, and insurance charges.

Oversees administration and coordination of the student health insurance program by providing program information and premium quotes, handling claim inquiries, assisting with claim appeals, verifying coverage, auditing, and acting as a liaison with insurance representatives.

Oversees timely processing of Worker's Compensation reports/charges.

Coordinates efforts with other University offices and the Attorney General's Office.

Oversees the operation of the Immunization Tracking Program for Health Science Students at all campuses.

Serves as custodian of medical records.

Manages the assembly and maintenance of medical records.

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Controls the release of confidential information.
Designs and implements marketing strategies for services and events.
Develops and interprets policy and procedure for business related functions of Student Health Services.
Approves and signs purchase orders, bids, invoices, time cards, leave requests, and similar departmental documents.
Manages accounting functions of the department.
Audits and approves cash reports and financial reports.
Solicits, meets, and negotiates with sales representatives regarding the purchase of goods and services.
Facilitates business relating to the provision of health services at the Houston and Dallas campuses.
Prepares various financial and administrative reports as needed or requested.
Represents Student Health Services at University meetings and functions, including orientation sessions.
Designs, creates, maintains, and updates the Student Health Service website and content.
Interviews, selects, trains, supervises, and evaluates clerical staff.
Maintains capital equipment inventory.
Oversees the efficient operation and maintenance of computer equipment, systems, and data.
Oversees the security of records, data, equipment, materials, and facilities.
Solves student problems relating to health services.
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

Bachelor's degree in Business Administration or a related field required. Master's degree preferred.

EXPERIENCE

Two years of progressively responsible administrative work experience, preferably in a health clinic or physician's office.

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KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Ability to plan, direct, and evaluate a complex operation, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to provide administrative guidance within an area of responsibility, providing direct training and supervision as needed.

Ability to apply budgetary and fiscal planning techniques within financial constraints.

Ability to organize work effectively, conceptualize and prioritize objectives, and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

Ability to communicate effectively, both orally (in person or by phone) and in writing.

Ability to use a personal computer and other office equipment.

Ability to respond to emergency situations in a timely manner.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel. Some evenings and/or weekends may also be required.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should require their employees to operate equipment safely and report any unsafe work

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conditions or practices to management or the Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.