



**veiovis<sup>SM</sup>**  
**JOB DESCRIPTION FORM**

<b>Job Title:</b> Business Development/Clinic Supervisor	<b>Reports to:</b> Healthcare Delivery Administrator
<b>Department:</b> Medical Administration	<b>Location:</b> Annex I
<b>Job Grade:</b> M-2	<b>Date of Last Review:</b> August 1, 2018

**Job Summary:**

Reports directly to Healthcare Delivery Administrator and responsible for collaborating in the implementation of research studies such as the actual conduct of survey methodology, tabulation and consolidation of data and preliminary analysis. Responsible for performing tasks requiring analyzing systems, compile manuals and prepare reports related to policies, procedures, organizational structures etc.

**Duties and Responsibilities:**

**1. Research**

- Coordinate with internal and external resources on market research studies to include consolidation of methodology, data and analysis.
- Analyze systems, compile manuals and prepare reports related to policies, procedures, organizational structures etc.
- Research market activities and complete competitive analyses

**2. Internal Resources and Operations**

- Acts in a leading capacity to drive strategy development in the Guam office. Oversees and coordinates internal resources such as patient and client process, MRO, Medical Management, FHP services as related to Veiovis product and clients.
- Coordinate and manage communications including product training for employees and staff, collateral, materials and research necessary to understand the business unit, goals and/or role within the organization as it pertains to Veiovis.
- Refine work flows and processes, organize and manage work distribution and improvements in efficiencies. Ensure Veiovis employees have the knowledge, skills and training necessary to perform their jobs.
- Participate in the design and creation of templates, forms, proposals, surveys/questionnaires; writes memos and manuals, policies, process flows, presentations and training to present/communicate and explain practices, policies and procedures.

- Manage activities pertaining to Veiovis Satellite Offices including logistics, mail and email. Monitor service level agreements with all internal business units, network members, partners and vendors.
- Manage patient and inquiry intake processes, ensure service levels are met; i.e. field/answer calls, response within 24 hours to each inquiry or request. Establish systems and process to provide timely response to said inquiries and quote requests.

### **3. External Resources**

- Coordinating external resources and interfacing with marketing, legal and vendor relationships as determined by business needs. Provide or create trade marking materials and answer requests from legal counsel.
- Maintaining and delivering on membership requirements and dues. Oversee conferences arrangements, attendees and attend/represent when needed, sponsorship activities and managing attendee lists.
- Develop, provide and coordinate presentations. Oversee and deliver on marketing requests, advertising and collateral in conjunction with the marketing department.

### **4. VEIOVIS Direct Internal Resources and Operations**

- Oversees and coordinates internal resources such as patient and client process which includes the inputting and processing of membership forms according to defined time and accuracy standards.
- Presentation of Veiovis Direct products at health fairs, public events etc.
- Responds to all client inquiries on VEIOVIS direct products and services.
- Coordinate and manage communications between provider, patients, and coordinators to ensure accurate transmission of information related to the referral to include procedure, physician and facility costs, appointment dates, and other medical travel requirements.
- Maintaining and delivering on membership requirements and dues.
- Maintain efficient work flows and processes, organizing and managing referral coordination with regular concurrent quality monitoring to ensure safety and quality of all work processes.
- Coordinates successful implementation of VEIOVIS Direct products and services (i.e. Health and Wellness Products etc.)
- Responsible for all enrollment, maintenance and inquiries to Veiovis Direct and related products.
- Conduct Training for current or new products for Veiovis Direct.

### **5. CLINIC OPERATIONS**

- Maintains liaison with all levels of clinical and administration staff, physicians, and outside organizations to coordinate clinic business, accomplish directives and to facilitate the resolution of issues, concerns, and problems.
- Develops operating policies and procedures for Strategic Business Units (SBUs) under their purview. Ensures compliance with established practices and new policies and keeps employees abreast of current changes and standards.

- Provides leadership and direction to ensure the delivery of high quality standards is being provided to our patients. Makes recommendations and implements programs to measure and improve provider/patient relationship.

#### **6. CLINICAL STAFF**

- Supervises the Clinical staff and ensures the delivery of high quality standards of services within their respective units
- Provides leadership and direction for the Clinical staff, and ensures the delivery of high quality standards of services within the respective areas.

<b>Job Specifications:</b>
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1. High school Diploma; Bachelor's Degree in relevant field preferred.
2. Minimum of 7 year's experience in health care management setting, managing medical and clinical staff members.
3. Must be eligible to work in the US.
4. Excellent understanding of budget and controls
5. Knowledgeable of federal and state laws and requirements relating to healthcare management.
6. Strong managerial competencies in the areas of leadership and team development, managerial coaching and mentoring and situational assessment skills and with proven track record in building and developing high performing teams.
7. A change agent and capable of guiding the organization in initiating various change management initiatives with the view of leading and guiding the organization towards the future.
8. Strong managerial acumen in setting corporate directions and aligning strategic goals around business plans.
9. Superior judgment, negotiation and decision-making skills.
10. Strong ethics and a high level of personal and professional integrity.
11. Strong analytical skills and adept in interpreting strategic vision into an operational model.
12. An effective communicator at all levels in the organization, with strong oral, written and persuasive skills.