

## **Business Operations Manager/HR Administrator**

As a Business Operations Manager/HR administrator at Northwest Neurobehavioral Health (NNH), responsibilities will include creating and/or revising company policies, maintaining employee records, hiring, onboarding new clinical providers, and overseeing administrative staff. To be successful in this role, you should have a good understanding of full cycle recruiting and onboarding of clinical providers, hiring administrative staff, have good written communication abilities, and experience with Human Resource management. Ultimately, you will foster an overall healthy work environment by ensuring our office policies and procedures always run smoothly.

You will work closely with the 5 partners (owners) of NNH, the administrative staff, and frequently interact with clinical providers. The position is full-time (M-F: 8am-5pm). Pay will be determined by experience with 80 hours PTO after 90 days and several paid federal holidays annually. No insurance benefits are available.

### **Roles & Responsibilities:**

- Develop, implement, and maintain policies & procedures throughout the organization.
- Update employee records with new hire information and/or changes in employment status. Maintain all Personnel files regarding employee's work proficiency, conduct, and behavior.
- Plan and conduct 90-day review for new employees, and then annual performance reviews thereafter for all administrative staff.
- Maintain job descriptions along with salary records.
- Handle all independent contract revisions and yearly renewals for clinical providers.
- Plan and conduct yearly performance reviews for all clinical providers upon renewing independent contracts.
- Forecast hiring needs and ensure recruitment process runs smoothly
- Process employees and providers queries and respond in a timely manner
- Triage clinical concerns to the partners for review.
- Implement training and development plans.
- Stay up-to-date and comply with changes in insurance requirements and billing procedures.
- Participate in Operations meetings, Partner Meetings, and All-staff meetings.

### **Requirements and skills:**

- 3-5 years of HR and managerial experience
- Hands-on experience with EMR systems (Bestnotes).
- Strong knowledge of insurance plans, coding, billing procedures, and the ability to understand billing concerns associated with insurance policies and benefits
- Familiarity with full cycle recruiting/onboarding clinicians and administrative staff
- Excellent verbal and written communication skills

- Strong problem-solving skills and the ability to tactfully handle confrontation with clients, clinicians, and administrative staff in a sensitive and compassionate manner.
- Team management skills
- Bachelor's degree in Human Resources or relevant area of focus
- Must pass a mandatory criminal background check

If you are interested in joining our group, please email your resume to:  
[abonning@nnhidaho.com](mailto:abonning@nnhidaho.com)