Position Title: Assistant Manager-Security Health Plan

Position No: 1352

JOB SUMMARY
The Assistant Manager supports leadership with the management of staff and day-to-day operations for the assigned area of responsibility. In this role, the individual is accountable to deliver established goals, utilizes good judgment to assess and escalate situations when warranted and utilizes knowledge and skills in the area of expertise while maintaining expected quality standards. The Assistant Manager must act as a leader by building constructive relationships and by supporting department leadership in developing, setting and executing department goals and the strategic plan in accordance with Marshfield Clinic’s mission statement.

ESSENTIAL JOB FUNCTIONS
1. Regular attendance is an essential requirement of the position.
2. Resolves customer or staff conflicts efficiently and effectively, escalating the issue to their manager as the situation warrants it.
3. Analyzes current workflows/processes and communicates best practice to staff.
4. Communicates performance expectations to staff, works with staff to set goals linked to organizational initiatives, and supports efforts towards achieving those goals.
5. Maintains a broad network of relationships with internal staff, department/organizational leaders, and stakeholders.
6. Enforces regulatory standards to ensure the area of responsibility is in compliance.
7. Provides leadership, mentoring, coaching and education to develop and maintain an effective, well-trained staff based on performance standards.
8. Supports departmental leadership in development, setting and executing department goals and strategic plan in accordance with Marshfield Clinic’s mission statement.
9. Assists departmental leadership in the disciplinary process and staff performance appraisals.
10. Writes, modifies and communicates policies and procedures.
11. Provides technical expertise to the staff and educates accordingly.
12. Assists with department budgeting and capital equipment purchases.
13. Performs clinical or technical job functions within their area of practice or licensure.

ADDITIONAL DUTIES
1. Other duties as assigned.
2. Takes administrative call.
JOB QUALIFICATIONS

Education
Education qualifications must be from a school whose accreditation is recognized by Marshfield Clinic. Required Education: Associate Degree or a minimum of 60 post-secondary credits in a business, management, or a technical field related to the position.

Preferred Education: Bachelor Degree in a business, management, or a technical field related to the position.

Experience
Minimum Experience Required: Five years previous work experience relative to the technical function of the role, to include two years in a leadership role that demonstrated personal leadership effectiveness and team-building strategies.

Preferred/Optional Experience: Two years supervisory or management experience.

Certifications/Licenses
The following licensure(s), certification(s), registration(s), etc., are required for this position, which must be maintained in good standing:
   Required Certifications: Various certifications listed per department
   Preferred Certifications: None

Exclusion from Federal Programs
Employee may not at any time have been or be excluded from participation in any federally funded program, including Medicare and Medicaid. This is a condition of employment. Employee must immediately notify his/her manager or the Clinic’s Compliance Officer if he/she is threatened with exclusion or becomes excluded from any federally funded program.

Organizational Competencies
1. Customer & Patient Focus
2. Professionalism & Self Development
3. Teamwork
4. Effective Communication

Physical Demands
- Sit with back support frequently (34 - 66%)
- Walk, stand, stoop, bend, crouch, reach, climb occasionally (11 – 33%)
- Lift and carry up to 40 lbs occasionally (11 – 33%)
- Push and pull up to 300 lbs occasionally with assistance (11 – 33%)
**Working Conditions**

- A fast-paced, stressful environment using highly technical, computerized equipment with limited supervision within a medical setting. Could include laboratory setting (contact with infectious materials, biohazards, and possible contact with known carcinogenic compounds, toxic chemicals or unpleasant odors can be expected) office setting (professional dress may be required) or patient seeing areas (risk of exposure to blood, body fluids, infectious disease, radiation, toxic substances, hazardous chemicals or medications).

**Special Factors**

- Color vision, 20/20 vision
- Some travel and overnight stays may be necessary

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and additional job functions include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**Created By:** Assistant Manager Workgroup