

## ARCTIC SLOPE NATIVE ASSOCIATION JOB VACANCY ANNOUNCEMENT

Opening Date: April 16, 2019

Closing Date: Until Filled

Position: **Manager of Customer  
Experience and Risk**

Reports to: Director of Quality

Salary/Wage: Grade E16; \$81,086.55 - \$89,526.10/YR DOE

Department: Quality

Hours: Monday-Friday 8:30 to 5:00

Location: ASNA/SSMH

### **Brief Summary:**

Under general supervision, evaluates, develops, improves and maintains the quality of care, clinical safety, and customer service for Samuel Simmonds Memorial Hospital [SSMH].

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience:**

- A Bachelor's degree in a discipline relevant to health care, customer service, or risk management is preferred. Progressively responsible professional/exempt related work experience, education, or training may be substituted on a year-for-year basis for college education.
- Five (5) years of customer service or risk management experience. Related work experience, education, or training may be substituted for experience.
- Preferred Qualification: Experience working in a health care environment is required.

### **Essential Job Functions:**

- ✓ Works with division and organizational leadership in determining overall program direction, developing program goals, priorities and training and allocating staff and financial resources.
- ✓ Evaluates the quality and effectiveness of health care administration, analyzing appropriate internal and external data and information to identify opportunities for improving service and clinical environment. Implements best practices in clinical safety, risk management, customer satisfaction and concern management.
- ✓ Identifies problems and issues related to quality and patient safety; researches solutions; proposes course of action to resolve problems; benchmarks effectiveness of quality, risk management, and customer service programs.
- ✓ Establishes customer service standards. Develops and ensures data collection, organization, and presentation mechanisms. Completes rounding on patients and staff.
- ✓ Develops standardized formats for quality improvement and reporting tools. Instructs staff on clinical safety, quality care, and customer service processes and procedures. Contributes to clinical management education and professional development of staff, students and colleagues.
- ✓ Complete and oversee investigations of risk assessment as well as patient concerns in clinical areas. Provide follow-up on investigations with clinicians and customers.
- ✓ Develops goals and priorities, and assigns tasks and projects. Develops staff skills and training plans. Provides leadership, direction and guidance in quality care, clinical safety, and customer service.
- ✓ Develops and coordinates various committees and workgroups related to quality, risk management, and customer service.
- ✓ Provides training and instruction to hospital staff on evidenced-based best practices.
- ✓ Performs other duties as assigned or required.

Contact: Human Resources Department, Arctic Slope Native Association, Ltd.

PO Box 1232 \* Barrow, AK 99723 \* 907.852.9204 \* FAX 907.852.6217

Applications may be submitted to: [applications@arcticslope.org](mailto:applications@arcticslope.org)

*This vacancy announcement has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.*

*Arctic Slope Native Association, Ltd. exercises its rights in Native Hire Preference, Contracting/Subcontracting and Employment Practices applicable by law.*