

## JOB VACANCY ANNOUNCEMENT

Opening Date: July 16, 2018

Position:

### Manager of Customer Experience and Risk

Closing Date:

Until Filled

Reports to:

Director of Quality

Salary/Wage:

Grade 16; \$79,496.62 & up YR/DOE

Department:

Quality

Hours:

Monday – Friday; 8:00am – 5:00pm

Location:

ASNA

#### **Brief Summary:**

Under general supervision, evaluates, develops, improves and maintains 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:**

A Bachelor's degree in a discipline relevant to health care, customer service, or risk management is required. 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 risk management, clinical safety and customer service experience. Related work experience, education, or training may be substituted for experience.

Preferred Qualification: Experience working in a health care environment is required.

#### **Desired Knowledge, Skills and Abilities:**

Knowledge of customer service concepts and practices.

Knowledge of clinical safety concepts and practices.

Knowledge of federal and regional safety statutes, rules and regulations.

Knowledge of hospital accreditation principles and procedures.

Knowledge of patient/family centered care.

Skill in effectively managing and leading staff, and delegating tasks and authority.

Skill in assessing and prioritizing multiple tasks, projects and demands.

Skill in conflict resolution.

Skill in analyzing risk and safety issues and preparing recommendations based on findings.

Skill in establishing and maintaining cooperative working relationships with others.

Skill in oral and written communication.

Skill in completing concern investigations.

Skills in coordinating performance improvement committees.

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

PO Box 29 \* Barrow, AK 99723 \* 907.852.9204 \* FAX 907.852.6217

*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.*