

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND		GRADE	SUBGRADE		FLSA STATUS	
Program Manager		C		5 - Supervisor	2		Exempt	
POSITION TITLE:		Health Services Operations Manager		POSITION#:	501130			
☒ New ☐ Revised		Date:	7/2/2026					
SERVICE TYPE:			NON-REP MANAGEMENT					
			Department:	Health Services		Supervisor:	Health Services Business Operations Division Director	
FTE:	1.0		Employment Status:	Regular Full Time				

Position Summary:

Under the general direction of the Health Services Business Operations Director, in close partnership with Health Services Division Directors, the Health Services Operations Manager provides operational leadership to strengthen the effectiveness, efficiency, integration, sustainability, and performance of Health Services programs.

The position serves as a key operational partner between Health Services divisions and the Health Services Business Operations team, translating strategic priorities into standardized operational practices, performance measures, and improvement strategies that strengthen access, quality, compliance, workforce effectiveness, financial performance, and the overall experience of those served.

The position is responsible for developing, implementing, evaluating, and continuously improving operational systems, workflows, and business processes and performance management practices that support effective service delivery while recognizing the unique regulatory, contractual, funding, and operational requirements of individual programs. The position evaluates operational and performance data to identify trends, gaps, barriers, inefficiencies, unnecessary variation and opportunities for improvement, leads cross-functional initiatives that strengthen organizational performance and operational consistency.

The position provides leadership and oversight for Health Services analytics, reporting, and business intelligence functions to ensure leaders have reliable, timely, and actionable information to support decision-making. This includes establishing standardized performance measures and reporting practices; supporting the development and use of dashboards and analytical tools; ensuring appropriate data quality, consistency, and documentation; and aligning analytic resources with organizational, operational, financial, and strategic priorities. The position works in partnership with information technology, finance, clinical and program leadership, and other business operations functions to strengthen data systems, reporting infrastructure, and organizational capacity for data-informed decision-making.

This position is expected to exercise a high degree of independent judgment in operational and performance-related decision-making and serves as a key advisor to executive leadership regarding operational planning, performance improvement, analytics strategy, implementation, organizational effectiveness, and continuous improvement.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	MFA: Operations Management & Continuous Improvement Essential Duties: Provide operational leadership for assigned Health Services programs, with an initial emphasis on Behavioral Health operations.	25%

	• Evaluate operational workflows, business processes, and service delivery systems to identify gaps, barriers, inefficiencies, unnecessary variation, and opportunities for improvement. • Lead the planning, implementation, and evaluation of operational improvements that strengthen service delivery, operational consistency, workforce effectiveness, compliance, and financial stewardship. • Develop and implement standardized operational workflows, business processes, and best practices that improve efficiency while recognizing the unique regulatory, contractual, funding, and operational requirements of individual programs. • Support organizational change initiatives by coordinating implementation activities, engaging stakeholders, monitoring progress, and recommending adjustments as needed. • Monitor operational performance and implementation outcomes using data and performance metrics to support continuous improvement. • Promote a culture of continuous improvement through collaboration, problem solving, and data-informed decision making.	
2	MFA: Health Analytics, Reporting & Performance Intelligence Essential Duties: • Lead the Health Services strategy for performance measurement, analytics, reporting, and business intelligence. • Establish and maintain standardized organizational performance measures, KPI definitions, reporting standards, and data governance practices. • Oversee development of dashboards, reports, analytical tools, and visualizations that support executive, operational, clinical, and financial decision-making. • Ensure required external performance and utilization reporting is accurate, timely, consistently defined, appropriately documented, and audit ready. • Direct analysis of operational, financial, utilization, access, workforce, and service performance to identify trends, drivers, risks, and improvement opportunities. • Partner with IT and operational leaders to evaluate and improve data systems, reporting infrastructure, interfaces, and technology supporting Health Services. • Ensure analytics resources are aligned with organizational priorities rather than functioning primarily as report-production resources. • Strengthen managers' and leaders' ability to interpret and use dashboards and performance information. • Supervise assigned data analytics staff and establish priorities for the analytics workplan.	20%
3	MFA: Operational Leadership & Program Support Essential Duties: • Partner with Division Directors and Program Managers to operationalize strategic priorities and organizational initiatives. • Coordinate implementation of new programs, grants, contracts, regulatory requirements, and operational changes across assigned programs. • Support operational readiness for audits, licensing reviews, accreditation activities, contract monitoring, and other regulatory requirements. • Develop systems that improve communication, coordination, accountability, and operational consistency across programs and service locations. • Collaborate with Business Operations leaders to ensure operational processes support quality, compliance, revenue cycle performance, and organizational goals. • Coordinate operational planning related to staffing, workflow redesign, facility needs, technology implementation, and service expansion.	25%
4	MFA: Cross-Divisional Collaboration & Operational Alignment	15%

	Essential Duties: • Serve as a collaborative operational partner between Health Services divisions and the Health Services Business Operations team. • Build strong working relationships with Division Directors, Program Managers, and operational leaders to improve coordination and integration across Health Services. • Identify opportunities to align operational processes, share infrastructure, and standardize business practices across Health Services where appropriate. • Lead or participate in multidisciplinary workgroups and operational improvement initiatives that support organizational priorities. • Collaborate with Finance, Human Resources, Information Systems, Compliance, Quality, Revenue Cycle, and other support functions to resolve operational challenges and improve organizational effectiveness. • Represent Health Services on internal committees, planning groups, and collaborative initiatives as assigned.	
5	MFA: Leadership, Supervision & Organizational Development Essential Duties: • Provide direct supervision, coaching, mentoring, and performance management for assigned managers and staff, including the Quality & Risk Management Manager and the Compliance & Health Information Management Manager. • Establish performance expectations, monitor progress, and support professional growth through coaching, feedback, and development opportunities. • Foster a culture of accountability, collaboration, innovation, and continuous improvement. • Support succession planning, workforce development, and organizational learning within assigned areas of responsibility. • Lead or participate in special projects and organizational initiatives as assigned.	15%
	And other duties as assigned.	
Percentages should total 100%		100%

Special Requirements:

Minimum Qualifications

Bachelor's degree from an accredited college or university in Healthcare Administration, Business Administration, Public Administration, Organizational Leadership, Public Health, Nursing, Behavioral Health Administration, Health Informatics, Data Analytics or a closely related field required. A master's degree is preferred.

Five (5) years of progressively responsible leadership experience in healthcare operations, healthcare administration, public health, behavioral health, or a related healthcare environment, including at least three (3) years of management experience with responsibility for supervising professional staff and leading operational improvement and organizational performance initiatives. Experience using data, analytics, and performance measures to support operational decision-making and improvement is required. initiatives.

An equivalent combination of education, training, and experience that demonstrates the required knowledge, skills, and abilities may be considered.

Knowledge, Skills, & Abilities

Demonstrated knowledge of:

- Healthcare operations, organizational management, and service delivery systems.

- Principles of operational improvement, project management, organizational change, and process redesign.
- Quality improvement methodologies, including Lean, PDSA, or other continuous improvement frameworks.
- Healthcare regulatory requirements, accreditation standards, and compliance principles.
- Budget development, resource management, and operational performance measurement.
- Healthcare reimbursement models, grant-funded programs, and public sector operations preferred.
- Electronic Health Records (EHRs), healthcare information systems, and operational reporting tools.
- Principles of healthcare analytics, business intelligence, performance measurement, and data-informed decision-making.
- Performance indicator development, standardized reporting practices, dashboard development, and interpretation of organizational performance measures.
- Principles of data quality, data integrity, documentation, and governance necessary to support reliable organizational reporting and decision-making.

Demonstrated ability to:

- Build collaborative relationships across multiple divisions and disciplines.
- Lead organizational change and implement operational improvements across complex healthcare environments.
- Analyze operational challenges, identify root causes, and develop practical, sustainable solutions.
- Balance competing priorities while managing multiple complex projects simultaneously.
- Communicate effectively with executive leadership, managers, providers, external partners, and frontline staff.
- Facilitate multidisciplinary teams and build consensus among diverse stakeholders.
- Interpret operational, financial, and performance data to support decision-making.
- Translate complex data and analytical findings into clear, actionable information for leaders and operational teams.
- Establish and oversee organizational performance measures, reporting priorities, dashboards, and analytical work that support strategic and operational goals.
- Evaluate the reliability, consistency, and usefulness of performance information and identify opportunities to strengthen reporting systems and practices.
- Partner effectively with analytics, information technology, finance, clinical, and operational professionals to improve data systems, reporting infrastructure, and organizational performance.
- Coach, mentor, and develop managers and emerging leaders.
- Develop policies, procedures, operational standards, and workflow documentation.
- Exercise sound judgment and independent decision-making in a dynamic organizational environment.

Preferred Experience

Preference may be given to candidates with experience in one or more of the following:

- Federally Qualified Health Centers (FQHCs)
- Community Mental Health Programs (CMHPs)
- Public Health
- County or local government healthcare systems
- Multi-site healthcare operations
- Behavioral Health service delivery
- Operational integration across multiple healthcare service lines
- Healthcare accreditation, licensing, and regulatory readiness
- Grant implementation and contract management
- Change management and organizational redesign

Physical Requirements:**Physical Demands:**

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The employee works in well-lit, clean environments. The noise level in the work environment is quiet to moderate.

Check the following that applies to this position: The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☐ work with toxic substances and biohazards, and ☐ exposure to infectious illnesses

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____