

Classification Title: Consumer Records Director

FLSA Status: FLSA Status: Exempt

BRIEF DESCRIPTION: Provides technical support to the Human Services Consumer Records Department, community partners and local, state and federal entities. Monitors consumer information released regarding all services which would include behavioral health, physical health and social services disciplines and current service areas.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Evaluates current services, performs needs assessments, initiates strategic planning and implementation, budget analysis and projection to ensure departmental goals are met.
2	S	Determines short and long range goals and work plans to support shifts in the agency, specifically related to consumer population needs and overall efficient business practices.
3	S	Monitors the department budget and ensures budget compliance. Implements measures to keep the department fully operation, while making allowances for increased workloads and business changes.
4	S	Provides training and support to contractors as it relates to consumer information and records requirements. Ensures community partner compliance with consumer information and related information requests.
5	S	Determines the community's ability to maintain and share consumer information electronically. Determines system requirements based on community assessment and evaluation.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Business Administration.
Experience	Three years of experience in business or consumer health information.
Equivalent Education & Experience Accepted?	Yes

CLASSIFICATION REQUIREMENTS	
Certification and Other Requirements	A valid driver's license and a "safe" driving record may be required.
Reading	Advanced
Math	Intermediate
Writing	Intermediate
Managerial	Receives Limited Direction.
Budget Responsibility	Researches documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures).
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1)

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.