



Four Rivers
Community Health Center

Business Analyst

Job Title: Business Analyst

Department: Administration

Immediate Supervisor Title: Chief Information Officer

Job Supervisory Responsibilities: None

General Summary: An exempt, administrative position that will combine advanced skills in management, finance, research, and data analysis and manipulation toward the overall goal of improving operations at Four Rivers Community Health Center. This position requires a fundamental level of financial acumen, analytical ability, and strong communication skills along with some technical and healthcare informatics expertise.

Essential Job Responsibilities:

- Gathering, organizing, and evaluating relevant information, such as financial statements, vendor contracts, and EHR system specifications.
- Communicating with internal and external stakeholders and conducting interviews as necessary to understand current practices and determine possible areas for improvement.
- Analyzing company revenue, profits and losses, along with current employment levels, to make recommendations about how to realize savings and make business process improvements.
- Drawing up alternative plans and solutions for possible implementation,
- Assisting with project management at multiple stages, including the research, testing and implementation of new systems and products; may also guide software development.
- Performing technical tasks such as creating business requirements documents, user training manuals and guides, and requirements traceability matrices.
- Delivering written and verbal presentations to an organization's leadership to communicate key findings and updates on business process adjustments.
- Conducting in-depth data analysis, using spreadsheets or more specialized tools such as project management software and traceability solutions.

- Periodically reviewing the progress of any recommended and implemented changes to see if they're still on track, and repeating the above steps as needed to ensure continuous improvement.

Education: Undergraduate degree preferred

Experience: Data Reporting, EMR systems, IT Support and Quality management experience preferred

Other Requirements: None

Performance Requirements:

Knowledge:

1. Knowledge of business management and basic accounting principles to direct the business office.
2. Sufficient knowledge of policies and procedures to accurately answer questions from internal and external customers.
3. Broad-based knowledge of relevant insurance regulations and familiarity with the Health Insurance Portability and Accountability Act.

Skills:

1. Skill in establishing and maintaining effective working relationships with other employees, patients, organizations, and the public.
2. Skill in developing, implementing, and administering budgets.

Abilities:

1. Ability to communicate in writing, over the telephone, and in person with office staff and insurance representatives.
2. Ability to recognize, evaluate, solve problems, and correct errors.
3. Ability to conceptualize work flow, develop plans, and implement appropriate actions.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

Work Environment: Position is in a well-lighted office environment. Occasional evening and weekend work.

Mental/Physical Requirements: Daily activity is 80 percent sitting and 20 percent walking or standing.