

UW HEALTH JOB DESCRIPTION

VENDOR OPERATIONS SPECIALIST

Job Code: 440061	FLSA Status: Non-Exempt	Mgt. Approval: S. Zimmerman	Date: 11.2018
Department: PBS-General, 361825000		HR Approval: A. King	Date: 11.2018

JOB SUMMARY

The Vendor Operations Specialist is responsible for oversight and day to day relationship management of assigned third party vendors contracted to complete work for the UW Health Revenue Cycle. This position serves the revenue cycle's need for the centralization and management of all third-party vendors to ensure vendors are performing to expectations and agreements set in the contract language.

The Vendor Operations Specialist will perform monthly reconciliation of accounts with vendor and UW Health for accurate account status. This also ensures that UW Health is invoiced appropriately for all activity according to contract language. In addition, quality assurance audits will be performed for each vendor to monitor their performance relative to UW Health standards. Vendor noncompliance may result in write-offs and a negative impact on the organization's financial position.

This role will be responsible for reporting and trending vendor performance to UW Health operational leaders to assist in measuring vendor effectiveness and contract decisions. In addition, the specialist will be the direct contact between vendor and UW Health and ensure effective resolution to issues and communication of expectations. The specialist will be called upon to provide updates on vendor status and make recommendations to leadership on vendor performance.

This position represents UW Health and the Revenue Cycle team by adhering and upholding the UW Health Mission, Vision, and Values, and UW Health Service Performance Standards in providing the highest quality service. They will support their co-workers, engage in positive interactions, and provide helpful assistance in anticipating and responding to the needs of our customers.

MAJOR RESPONSIBILITIES

Vendor Reconciliation:

- Responsible for monitoring accounts to ensure all receivables/transactions are current.
- Review vendor invoices monthly, investigate and address inaccuracies, as well as provide Manager/Director with insights into billing variances.
- Troubleshoot, test, monitor all file exchanges. Work with UW Health Information Services staff to resolve any issues with file transfers and data exchange, if valid.

Vendor Quality Assurance:

- Perform monthly quality reviews of sample accounts to ensure that accounts have been placed with the correct vendor, the vendor has worked within established guidelines, and that vendor is closing accounts as expected
- Partner with external vendor(s) and UW internal resources to monitor and ensure all processes are working to provide world class customer service.
 - Address customer service complaints, vendor questions and provide Manager / Director insight into customer service trends.
- Coordinate with vendor to ensure all performance metrics are achieved consistently.
 - Use analytical tools and methodologies to analyze data and key vendor deliverables; assist in creating action plans, and monitor established action plans, regarding vendor non-compliance or non-performance issues to drive UW Health's service levels.
- Participate in new vendor negotiations and provide recommendations to UW Health contract decision makers.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or Equivalent
	Preferred	Associate's degree in Business, Finance, Healthcare or other relevant field
Work Experience	Minimum	2 years' experience in a healthcare business environment or 1 year prior financial and/or business analytics experience

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	Preferred	<ul style="list-style-type: none"> • Prior experience working in Revenue Cycle • Prior experience with professional billing software • Prior experience in vendor management, supply chain operations, vendor procurement, or contract sourcing
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to make good judgments in demanding situations. • Ability to react to frequent changes in duties and volume of work. • Effective communication skills. • Ability to listen empathetically. • Ability to logically and accurately organize details. • Ability to manage multiple tasks with ease and efficiency. • Self-starter with a willingness to try new ideas. • Ability to work independently and be result oriented. • Positive, can-do attitude coupled with a sense of urgency. • Effective interpersonal skills, including the ability to promote teamwork. • Strong problem-solving skills. • Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders. • Ability to use various computer applications including EPIC. • Excellent PC operating skills (keyboard, mouse) and use of MS Office. • Broad knowledge of health care business office practices and principles. • Basic math skills and knowledge of general accounting principles. • Maintains confidentiality of sensitive information. • Knowledge of Business Office policies and procedures. • Knowledge of local, state and federal healthcare regulations.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight

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	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.