San Joaquin County
is recruiting for:
MANAGER OF PATIENT FINANCIAL SERVICES
San Joaquin General Hospital (SJGH)

San Joaquin County
Human Resources
44 N. San Joaquin Street
Third Floor, Suite 330
Stockton, CA 95202
Phone: 209-468-3370

SAN JOAQUIN COUNTY
Greatness grows here.

Recruitment Announcement:
0320-RM0205-AC

THE POSITION

An exciting career opportunity awaits you at San Joaquin General Hospital! The Manager of Patient Financial Services is a key management position in the Business Office. San Joaquin General Hospital is seeking a dynamic and visionary leader with significant direct hospital business office experience supervising billing and follow-up activities to be the Manager of Patient Financial Services (PFS). The position has significant responsibility for contributing to the overall revenue cycle for San Joaquin General Hospital (SJGH) by assuring that billing, follow-up, collections, and other Business Office activities are performed in an efficient, effective, and appropriate manner.

The ideal candidate will possess current knowledge of Medi-Cal, Medicare, and insurance billing/collections practices; possess working knowledge of principles and practices of management, supervision and administration; and a demonstrated ability to manage the revenue cycle activities of an acute care hospital business office.

SAN JOAQUIN GENERAL HOSPITAL

San Joaquin General Hospital, a public hospital, established in 1857, is a 196-bed general acute care trauma center providing a full range of both inpatient and outpatient services. In addition to providing direct medical services, the hospital is active in providing education for health professionals through post-graduate residency programs in General Surgery, Internal Medicine and Family Practice and has trained over 3,000 physicians since the residency programs were established in 1932. The hospital also participates in clinical affiliations.

San Joaquin General Hospital is dedicated to a philosophy of excellence in providing health services, education and professional training in an integrated system that values quality in life, family interaction, and respect for both clients and employees.

San Joaquin County is an Equal Opportunity Employer

A land of beauty, recreation and natural riches, from the waters of the Delta to the numerous grape vineyards, San Joaquin County has it all.

San Joaquin County boasts seven cities and some of the finest opportunities in the state for boating, fishing, camping, history-gathering, or just plain fun in the sun.

Each city, as well as the unincorporated county areas, offers a unique opportunity to enjoy natural California beauty and nature, or music, arts and culture. Whatever your interest, it can most likely be found in San Joaquin County.

EDUCATION

From preschool to higher education, the County has it covered with an abundant array of public or private opportunities to learn and grow. The University of the Pacific, California State University, Stanislaus - Stockton Center, Humphreys College and Law School, National University and the San Joaquin Delta Community College offer a wide variety of choices for educational opportunities.

The county's 17 school districts provide families with a wide choice for children's educational development.

Housing is plentiful in San Joaquin County and is affordable when compared to other nearby areas.

Make San Joaquin County your new home. Housing ranges from new developments to historic homes found mostly in central Stockton and downtown Lodi.

San Joaquin County is a place where families can grow, learn, and experience the nature and beauty of the California landscape while benefiting from the unique opportunities - cultural, recreational, and educational - that the area provides.

AGRICULTURE

The county is one of the most agriculturally rich regions in California and is the number one producer, statewide, of asparagus. Twenty-four thousand acres of county farmland is dedicated to production of this crop. In recent years, the leading crop in the county has been wine grapes, and wineries and vineyards have sprung up from Stockton to Lodi.

UNIVERSITY OF THE PACIFIC

ARTS, CULTURE, AND RECREATION

The arts and culture provide a much-needed respite from everyday worries and the Haggin Museum, San Joaquin County Historical Museum, and Stockton Children's Museum are popular spots.

The Stockton Symphony, San Joaquin County Ballet, and Stockton Civic Theater provide important experiences for children and adults. The multi-cultural community offers a diversity of views and opinions in its art and culture, providing a wealth of knowledge about past and present on canvas and stage.

Over 75 languages are spoken within the region and there is richness in the blending of cultures and ways that creates an air of celebration about individual customs, foods and cultures.

San Joaquin County government provides nine community parks for boating, camping, and picnicking, swimming and organized sports.

Individual cities and communities provide a host of other opportunities, from Lodi Lake Park and Nature Area to the Woodbridge Ecological Reserve. The County-owned and operated Micke Grove Park offers a zoo, rides and an historical museum to delight both children and adults. The San Joaquin Delta is one of the area's best kept secrets and offers some of the best boating in the state: more than 1,000 miles of waterways stretching from the Stockton Harbor to north of Sacramento and offering access to the San Francisco Bay.

San Joaquin County is an Equal Opportunity Employer

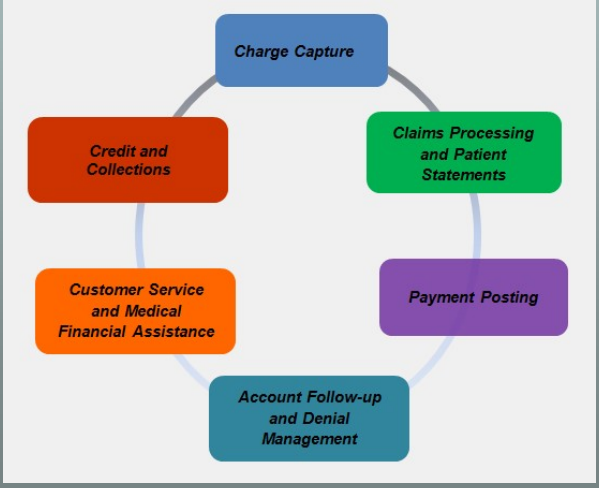
MANAGER OF PATIENT FINANCIAL SERVICES

San Joaquin General Hospital

TYPICAL DUTIES

- Plans, organizes, coordinates, staffs and directs the clerical, technical and administrative work of the Business Office.
- Develops and implements goals, policies, strategies, and procedures for the effective and efficient management of activities in the Business Office and other areas of assignment.
- Develops and implements quality control and quality improvement programs for the Business Office and other assigned areas.
- Prepares and administers the Business Office budget(s); monitors, evaluates and authorizes expenditures; oversees procurement of outside services as needed and coordinates with vendors as required to facilitate reimbursement; analyzes the cost/benefit of utilizing new procedures, products and/or equipment.
- Assures appropriate utilization of information technology and related tools to support assigned operations.
- Oversees the preparation and maintenance of various records and reports; resolves patient account discrepancies and negotiates settlements within limits of authority.
- Performs related duties as assigned.

For a listing of detailed job duties, visit the San Joaquin County Human Resources website at www.sjgov.org/department/hr



MINIMUM QUALIFICATIONS

PATTERN I

Experience: Two (2) years of experience as an Assistant Manager of Patient Financial Services in San Joaquin County.

PATTERN II

Education: Graduation from an accredited four-year college or university with a major in business or public administration, accounting, economics, finance, mathematics, health sciences, or a closely related field.

Experience: Four years of supervisory experience in a health care setting within the last five years including at least one year of direct Hospital Business Office experience supervising billing and follow up for at least three of the following payors: Medi-Cal, Medicare, Commercial and Contact Insurance, Third Party Liability, and Self-Pay collections.

Substitution #1: Additional qualifying supervisory experience within the last seven years may substitute for education on a year-for-year basis to a maximum of two years.

Substitution #2: A master's degree in any of the above academic areas may substitute for one year of the required (non-hospital business office) experience.

Recruitment Announcement: 0320-RM0205-AC

MANAGER OF PATIENT FINANCIAL SERVICES

SAN JOAQUIN GENERAL HOSPITAL

COMPENSATION PACKAGE

Annual Base Salary: $91,603 - $111,363

In addition to base salary, the County offers a comprehensive compensation package that includes:

- 1937 Retirement Act Plan with membership in the San Joaquin County Employees Retirement System (SJCERA) and reciprocity with CalPERS
- 457 Deferred Compensation Plan with a 1% employer contribution
- 125 Flex Benefits Plan
- 12 days sick leave annually with unlimited accumulation
- 10 days of vacation leave (15 days after 3 years, 20 days after 10 years, and 23 days after 20 years)
- 10 paid holidays per year
- 10 days administrative leave per year

For more information, please visit the benefits page of the County's Human Resources website at:

www.sjgov.org/department/hr/benefits

Note: *County employees who currently receive a cafeteria plan allowance and subsequently transfer, demote, or promote into the Middle Management represented unit, shall receive the capped contribution amount of the Middle Management unit.*

APPLICATION AND SELECTION

Completed application package including the supplemental application must be submitted to the Human Resources Division. Recruitment is Open Until Filled

Apply Online Today: www.sjgov.org/department/hr
Or submit your application, supplemental questionnaire and resume to:

San Joaquin County Human Resources
Attn: Kathy Parker
44 N. San Joaquin Street Suite 330
Stockton, CA 95202
Tel: (209) 468-3370
Fax: (209) 468-0508

Recruitment Announcement: 0320-RM0205-AC

SUPPLEMENTAL QUESTIONS

Submit responses to the following questions along with your employment application to the San Joaquin County Human Resources Division. Number your responses and address each question separately, with a limit of one page per question. Provide a ***detailed description*** of your experience including **employer name, position title and dates of employment with each answer.** The responses to the following questions will be used in evaluating your qualifications.

1. Please indicate if you have graduated with a Bachelor's or Master's degree from an accredited four-year college/university with a major in business or public administration, accounting, economics, finance, mathematics, health science or a closely related field.

_____ Yes, I possess a Bachelor's degree
_____ Yes, I possess a Master's degree
_____ Other: _____

Identify the major/emphasis: _____

Note: *A master's degree may substitute for one year of the required,* ***non-hospital business office experience****.*

2. Please provide the specific duties performed related to your direct hospital business office experience supervising billing and follow-up for at least three of the following payors: Medicare, Medi-Cal, Commercial and Contract Insurance, Third Party Liability, and Self-Pay collections. Identify the employer, dates of employment and the number of staff supervised. *Note: The required experience must have been within the* ***last five years****.*

3. Describe your experience developing quality control and improvement programs for a Business Office. Include your role and contribution in the process.

4. Describe your experience managing the revenue cycle activities in an acute care hospital setting.