**Job Title:** Human Resources and Credentialing Manager  
**Department:** Administration/Finance  
**Reports to:** CEO  
**FLSA:** Exempt

**Position Summary:**

The Generalist position is responsible for performing HR-related duties in a small non-profit medical organization, Credentialing/Recredentialing and Privileging of providers, Manage Administrative Coordinator, and Administrative Assistant duties (duties will become that of the Administrative Coordinator once hired). As a member of the management team this position, in part, serves as internal counsel to support managers in their oversight of staff.

**Core Job Responsibilities:  
Human Resources:**

1. Conducts recruitment efforts for all exempt and nonexempt personnel, students and temporary employees; conducts new-employee orientations, assists CEO in the development and monitoring succession planning program, and writes and places job postings.
2. Administers various human resource plans and procedures for all organization personnel; assists in the development and implementation of personnel policies and procedures, prepares and maintains the employee handbook and assists the Chief Operating Officer (COO) with maintaining employee immunization/communicable disease records, the policies and procedures manual and the learning management system.
3. Manages benefits administration; negotiating, acquiring and/or renewal of various employee benefit policies, organizing and overseeing open enrollment, new employee benefit registration, and communicating benefits information to employees.
4. Collaborates closely with the senior management with development and management of compensation and benefit programs, performance evaluation programs, high-potential employee programs, and other employee wellness initiatives.
5. Assists with employee relations including exit interviews and management of confidential matters in accordance with the Organization’s policies & procedures, HIPAA.
6. Participates in Management Team meetings and committees relevant to the position (i.e. Audit, Ethics, & Compliance, Safety Committee, and Organizational Vitality).
7. Manages HRIS (APS) records and compiles reports from the database.
8. Maintains compliance with federal, state, and local employment and benefits laws and regulations.

**Credentialing/Privileging:**

1. Processes initial credentialing and re-credentialing of all Licensed Independent Providers (i.e. MD, DO, FNP, PA, LCSW, CADC, etc.)
2. Assists Chief Medical Officer (CMO) with initial privileging and annual re-privileging of all providers.
3. Maintain Health Resources Services Administration (HRSA) credentialing and privileging files for all clinical employees with licenses and/or certifications according to program requirements.
4. Maintain databases tracking licensing, certifications, compliance with federal and state standards, completion of necessary training and education, continuing education (MOC, CE, CME) and annual NPDB verification for all qualified staff.
5. Responds to and communicate with health plan provider inquiries.

**Qualifications (Skills, Knowledge & Abilities):**

**Work Experience:**

Experience in Human Resources or Business management or executive-administrative management responsibilities required. Previous employment in health care, social services or non-profit setting preferred.

**Education, Training, Certification and Licensure:**

Bachelor’s degree in Business Management or Human Resources preferred. Associates degree from an accredited post-secondary academic institution with a focus in human resources, business management, communication, social services, or public health with three years in Business Management or 5 years in Business Management or Human Resources required.

**Skills, Knowledge & Abilities:**

* Ability to work at a high level of confidentiality at all times.
* Ability to be self-directed/experience managing multiple tasks and timelines, utilization of excellent organizational skills;
* Ability to understand often complex compliance requirements; requires ability to investigate, interpret, and guide Executive Leadership (Directors and Board Members) in the decision making related to compliance matters.
* Ability to work effectively under pressure, and as a part of a team; interact/communicate with clarity, candor, tact, honesty, transparency and courtesy to others who may (or may not) share the same viewpoint;
* Ability to liaise between professionals with a proven track record of customer service that renders positive results;
* Ability to work at a rapid pace; exercising initiative, judgment, prioritization, multitasking, problem solving, decision-making with quality results;
* Ability to develop, implement, and interpret policies and procedures and effectively communicate sensitive information verbally and in writing to a diverse population;
* Ability to work a flexible schedule when needed, including occasional weekends or evenings;
* Commitment to advancing personal knowledge through continuing education/professional development;
* Demonstrated computer skills; Microsoft Office Suite, database management, query reporting;
* Ability to work independently and with minimal supervision

**Physical, Sensory, Environmental Qualifications:**

In any typical day, this job involves the following activities based on the frequency outlined below.

R = Rarely (less than 0.5 hours per day)

O = Occasionally (0.5 – 2.5 hours per day)

F = Frequently (2.5 – 5.5 hours per day)

C = Continually (5.5 – 8.0 hours per day) (or may apply to 10 hours if applicable)

NA = Not Applicable Not Applicable

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Physical Activity | R | O | F | C | NA |  | Physical Activity | R | O | F | C | NA |
| Sitting |  |  |  | X |  | Pushing/Pulling: |  |  |  |  |  |
| Stationary Standing |  | X |  |  |  | Typical Weight:  11-20 pounds |  | X |  |  |  |
| Walking |  |  | X |  |  |
| Ability to be Mobile |  |  |  | X |  | Typical Weight:  21-30 pounds |  | X |  |  |  |
| Crouching (bend at knee) |  | X |  |  |  |
| Kneeling/Crawling |  | X |  |  |  | Lifting/Carrying: |  |  |  |  |  |
| Stooping (bend at waste) |  |  | X |  |  | Typical Weight:  11-20 pounds |  |  | C |  |  |
| Twisting (knees/waist/neck) |  |  |  | X |  |
| Turning/Pivoting |  |  |  | X |  | Typical Weight:  21-30 pounds |  | X |  |  |  |
| Climbing | X |  |  |  |  |
| Balancing |  |  | X |  |  | Sensory Activities: |  |  |  |  |  |
| Reaching Overhead |  |  |  | X |  | Talking in Person |  |  |  | X |  |
| Reaching Extension |  |  |  | X |  | Talking on Telephone |  |  |  | X |  |
| Grasping/Pinching |  |  |  | X |  | Hearing in person |  |  |  | X |  |
|  |  |  |  |  |  |  | Vision for close work |  |  |  | X |  |
| ENVIRONMENTAL FACTORS: | | | | | | | | | | | | |
| Safety Requirement: | | Exposures: | | | | | | | | | | |
| Blood Borne Pathogen Category | |  | | | | | | | | | | |