

**CONFEDERATED SALISH AND KOOTENAI TRIBES
OF THE FLATHEAD NATION
PO BOX 278
PABLO MT 59855
(406) 675-2700
PERSONNEL OFFICE FAX: (406) 226-2562
WEBSITE ADDRESS: cskt.org/personnel
E-mail melanie.piedalue@cskt.org**

*****VACANCY ANNOUNCEMENT*****

TITLE: Operations Division Director

LOCATION: Tribal Health Department – St. Ignatius, MT

SALARY: \$40.80 – \$46.90, plus benefits (May be employed under contract)

CLOSING DATE: Monday, April 21, 2025 at 5:30 p.m. (MST)

This is a Testing Designated Position (TDP) within the definition of the CSKT Drug Testing policy. **The successful applicant, if not already employed by the Tribes must pass a pre-hire drug test and serve a mandatory six (6) month probationary period.**

Under the supervision of the THD Department Head, the Operations Division Director is a key member of the leadership team responsible for managing multiple programs and overseeing quality assurance and risk management initiatives. This role collaborates closely with the Department Head and Division Directors to implement the strategic plan and fulfill the organization's mission and goals.

Operations Division Director Duties:

- Supervision of Operations Division employees including setting performance standards, coaching, performance evaluations, and disciplinary actions.
- Develop Operations Division and assigned organizational policies, procedures, guidelines, and protocols in accordance with CSKT Ordinances, healthcare regulations, and relevant laws.
- Forecast the annual operational costs and resource allocation for the Operations Division and complete budget reporting on a quarterly basis.
- Evaluate revenue cycle performance and develop strategies to enhance budget forecasts through improved collections and cost reductions.
- Ensure adherence to all healthcare regulations, accreditation standards, and clinical guidelines across the organization.
- Identify training needs and create a training and professional development plans for THD employees.
- Implement quality initiatives focusing on enhancing operational efficiency, patient care, and safety.
- Collect and address patient concerns and complaints to implement targeted strategies to improve patient satisfaction.
- Stay updated on industry trends and healthcare technology innovations to identify opportunities for new services and technology adoption.

- Manage administrative reporting for divisions in collaboration with the relevant Division Director, ensuring timely progress reports for decision makers.
- Oversee implementation of Electronic Health Records (EHR) process changes to improve clinical documentation and meet quality metrics without disrupting productivity.
- Supervise the responsiveness of data centers, help desks, and computer systems.
- Align IT risk management with the organization's overall risk management strategies.
- Collaborate with Division Directors to enhance company culture, establish long-term goals, and implement objectives aligned with the organization's mission.
- Work alongside Division Directors to adopt process improvement strategies and guide staff in utilizing improvement tools effectively.
- Maintain a positive work environment through open communication, team collaboration, and problem-solving support.
- Partner with the CSKT Executive Team to achieve the outcomes set by the CSKT Tribal Council.
- Collaborate with the Department Head to develop strategic plans for growth and expansion.
- Assist the Department Head in community outreach efforts and undertake special projects as assigned.
- *Request a copy of position description for full details.*

MINIMUM RECRUITING QUALIFICATIONS AS REFLECTED ON TRIBAL EMPLOYMENT APPLICATION:

- Bachelor's degree in health, business, or public service. Master's degree in these areas preferred.
- Five years of operational management or 10 years of medical office management experience.
- Experience with federal and Tribal programs is preferred.
- Experience with Federally Qualified Community Health Centers is preferred.
- Must pass a background and suitability check according to Public Law 101-630, the Indian Child Protection and Family Violence Prevention Act.
- Must possess a valid driver's license.

SUBMIT:

1. Completed Tribal employment application.
2. Copy of academic transcripts, certifications, licensure, etc.
3. Copy of driver's license.
4. Proof of enrollment from a federally recognized Tribe if not from CSKT.
5. If claiming veteran's preference, a copy of the DD214 must be submitted.

SUBMIT ALL OF THE ABOVE TO: Personnel Office, PO Box 278, Pablo MT 59855, Telephone (406) 675-2700 Ext. 1040, or personnel@cskt.org

FAILURE TO SUBMIT ALL OF THE ABOVE INFORMATION WILL RESULT IN IMMEDIATE DISQUALIFICATION DURING THE SCREENING PROCESS

FOR MORE INFORMATION: Contact Joe Durglo at THD (406) 675-2700 Ext. #5026