



## URBAN INDIAN CENTER OF SALT LAKE

120 West 1300 South  
Salt Lake City, Utah 84115  
Phone: (801) 486-4877  
Fax: (801) 486-9943  
www.uicsl.org

### POSITION DESCRIPTION: DIRECTOR OF ADMINISTRATIVE SERVICES

Division:	Administrative Services	Supervisor:	Executive Director
Job Code:	ADM-001	Classification:	FT, Executive Exempt
Wage Scale:	E-08 (\$81,102 to \$125,815)	Effective Date:	12/20/2022
Hours/week:	40+	Last Revised:	12/20/2022

### PROGRAM PURPOSE

*The Urban Indian Center of Salt Lake (UICSL) is dedicated to our Mission of SERVING THE PEOPLE BY HONORING NATIVE CULTURES, STRENGTHENING HEALTH & WELLNESS PROGRAMS, & CULTIVATING COMMUNITY.*

### UNIFORM PERFORMANCE EXPECTATIONS

In performance of their respective responsibilities, all employees of the UICSL and our affiliates must rise to the level of expectations in which they:

- Fully uphold all principles of confidentiality and patient/client care.
- Adhere to the Standards of Conduct for UICSL, and all professional and ethical standards for the healthcare industry and/or their respective area(s) of expertise.
- Interact in an honest, trustworthy, and dependable manner with patients/clients and co-workers.
- Possess and utilize a strong sense of cultural awareness and interpersonal respect.
- Maintain a current insurable driver's license in the State of Utah (if operating UICSL vehicles).
- Strive to learn and serve in compliance with federal regulations and UICSL policies and procedures, and to seek solutions for issues or problems they encounter in alignment with those resources.

### POSITION SUMMARY

The Director of Administrative Services (DAS) is an executive level position that oversees day-to-day operations for all corporate functions supporting direct client/patient care at the Urban Indian Center of Salt Lake (UICSL).

Reporting to the Executive Director, the DAS is a competent supervisor who guides his/her staff in implementing, maintaining, and monitoring administrative support systems that provide human resources, marketing, public relations, information technology, facilities, security, accreditation/quality improvement, staff training and primary business record services/functions in a manner closely aligned with organizational goals.

In providing leadership that enables efficient and reliable administrative services to all employees and divisions, the DAS ensures that our clients/patients benefit from a healthy foundation that directly supports the work of all healthcare professionals at UICSL.



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### **ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES**

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- Plans, assesses, organizes, directs, and monitors all administrative services for the Urban Indian Center of Salt Lake (UICSL) including all human resources, marketing and public relations, facilities and housekeeping, security, accreditation and quality improvement, health information management, and information technology (IT) functions in accordance with organizational policy and applicable state and federal regulations.
- Manages the development and implementation of annual and ongoing division and function goals, objectives, metrics, and priorities within the Administrative Services Division (ADM).
- Develops, monitors, and addresses issues relating to annual operating budgets and strategic planning elements for the ADM.
- Oversee, guide, and evaluate all employees in the ADM according to UICSL policies & procedures and applicable law including but not limited to elements of recruitment, retention, and workforce planning (e.g., position management and budgeting); employee relations; leave approval, payroll, and timecard monitoring; and performance management, evaluation & improvement.
- Establish, review, implement, and educate UICSL staff on internal policies and procedures including employment laws, incident reporting, quality improvement principles, accreditation and survey requirements and processes, IT and maintenance work order submissions, employee grievance resolution, customer service, and other administrative components.
- Ensure the timely preparation, development, and submission of monthly, quarterly, and/or annual business activity reports for the ADM to the Board of Directors, the Indian Health Service (IHS) or other federal entities, and to any other entity as required by law, agreement, or executive request.
- Contribute to the timely development, review, and submission of organizational reports (e.g., annual budget development, annual report development, etc.).
- Serves as the primary point of contact for UICSL's accreditation process, annual Urban Indian Organization (UIO) survey with the Indian Health Service (IHS), and other entities as required and/or directed.
- Develops relationships while representing UICSL in a variety of functions and/or forums; serves as a collaborative partner with UICSL leadership; and serves as an active member to various internal and external groups or committees as assigned.
- Works closely with other executives to identify operational risks and performance improvement opportunities to enhance division quality through workforce planning, redesign, equipment acquisition, and/or business process modifications.
- Serve as project manager as required for assignment and/or initiatives within the ADM or as assigned by the Executive Director.
- Other duties as assigned and agreed to with the Executive Director.



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### MINIMUM QUALIFICATIONS

<b>Education:</b> <input type="checkbox"/>	Bachelor's degree in management, business administration, health administration, or a related field.
<b>Experience:</b> <input type="checkbox"/>	1-3 years of associated supervisory experience in an administrative capacity and/or healthcare setting.
<b>Certifications/Licensure:</b> <input type="checkbox"/>	N/A
<b>Other:</b> <input type="checkbox"/>	N/A

### PREFERRED QUALIFICATIONS

<b>Education:</b> <input type="checkbox"/>	Master's degree in management, business administration, health administration, or a related field.
<b>Experience:</b> <input type="checkbox"/>	3-5 years of associated supervisory experience in an administrative capacity and/or healthcare setting.
<b>Certification/Licensure:</b> <input type="checkbox"/>	N/A
<b>Other:</b> <input type="checkbox"/>	a) Prior experience working in an I/T/U health program/facility
	b) Proficient in managing diverse departments through collaboration
	c) Proficient in project management

### KNOWLEDGE, COMPETENCIES, AND CHARACTERISTICS (KCC)

<input type="checkbox"/>	Knowledge of general employment laws, policy development, and health information management
<input type="checkbox"/>	Knowledge of rules & regulations relating to accreditation and survey processes, including annual plan development, safety, environment of care, and quality improvement standards
<input type="checkbox"/>	Knowledge of budget development processes and federal acquisition and procurement guidelines
<input type="checkbox"/>	Knowledge of work requisition and reporting systems common to healthcare facilities management, IT and incident and grievance resolution processes
<input type="checkbox"/>	Evidence of competency with common office software (e.g. Microsoft Word/Excel, internet programs)
<input type="checkbox"/>	Evidence of competent verbal and written communication skills appropriate to the position
<input type="checkbox"/>	Evidence of competency with organization, time management and prioritization behaviors
<input type="checkbox"/>	Evidence of competency with team leadership and department supervision
<input type="checkbox"/>	Evidence of competency in policy development relating to ADM functions
<input type="checkbox"/>	Evidence of competency in problem-solving and critical thinking
<input type="checkbox"/>	Demonstrates a positive attitude of service and a respect for American Indian/Alaska Native cultures
<input type="checkbox"/>	Demonstrates dependability, reliability, and a willingness to accept responsibility
<input type="checkbox"/>	Demonstrates capacity to learn and adapt to potentially rapidly changing situations
<input type="checkbox"/>	Demonstrates characteristics to develop job skills in people, lead team and/or function as part of a team
<input type="checkbox"/>	Demonstrates capacities for being assertive with a balance of professionalism and emotional intelligence



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### **WORK ENVIRONMENT**

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The work environment at UICSL involves normal office conditions and noise levels that can vary from low to moderate; however, this position may require involvement in tasks and assignments in enclosed or open spaces with noise levels ranging from low to potentially damaging to the senses without protection. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working on facilities or equipment for a health center.

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### **PHYSICAL DEMANDS**

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While performing the duties of this job, the incumbent will frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, or performing manual labor as well as driving or riding in transport vehicles. An employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors, and staff.

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### **MENTAL DEMANDS**

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Workloads in this position are dynamic and range from an awareness of technical details, to engaging broad strategic ideas and discussions. The incumbent in this position will often work alone but must also be prepared to handle employee issues as required. This position will require the ability to multi-task and handle stressful situations that impact the UICSL on an organizational level, so the incumbent needs to demonstrate a high level of emotional balance. Group presentation and education tasks are common, and there are numerous applicable standards and deadlines associated with this position.

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***Disclaimer:*** *The information in this document is designed to portray the general nature and level of work performance expected by employees in this position. It is not intended to be a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other related and reasonable duties as needed by their direct supervisor.*




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**Indian Preference Statement:** *As a federal contractor and in compliance with Sub-Chapter II, Chapter 14, Title 25 of the United States Code, the Act of April 16, 1934 (48 Stat. 596), as amended; and Section 7(b) of the Indian Self-Determination and Education Assistance Act, Pub. L. 93-638, 88 Stat. 2205, 25 U.S.C. 450e(b), UICSL gives preference in employment opportunities to American Indians/Alaska Natives (AI/AN) who can perform the work outlined in our Position Description(s) regardless of age, sex, religion, or tribal affiliation (subject to existing laws and regulations). UICSL also extends preference to AI/AN organizations and AI/AN-owned economic enterprises in the awarding of any subcontracts engaged under our funding agreement(s).*

*To the extent feasible and consistent with effective performance as a federal contractor, UICSL may give preference in employment and training opportunities to AI/ANs who are NOT fully qualified to perform the work outlined in our Position Description(s) regardless of age, sex, religion, or tribal affiliation (subject to existing laws and regulations); and UICSL may provide reasonable opportunities for training including on-the-job, classroom, or apprenticeship training designed to increase the vocational effectiveness of AI/AN employees.*

*When UICSL is unable to fill our employment and subcontracting opportunities after giving full consideration and preference to AI/AN candidates, employees and/or subcontractors, UICSL will satisfy our needs by selecting non-AI/AN candidates and subcontractors in accordance with equal employment opportunity and affirmative action statutes mandating that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin. (48 CFR §52.222-26).*

<b>REVIEWED BY:</b>	Alan Barlow, Executive Director	<b>SIGNATURE:</b>	
<b>APPROVED BY:</b>	<i>Approved by UICSL's Board of Directors on 12/20/2022 (5-0-0, see meeting minutes)</i>	<b>NEXT REVIEW:</b>	December of 2024



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### **EMPLOYEE ACKNOWLEDGEMENT**

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I have reviewed and been provided the content of the **Director of Administrative Services** position description.

My signature on this document certifies that I can perform the essential functions of this position as outlined in this description, with or without reasonable accommodation. A signed copy of this document will be maintained in my Personnel file for reference.

Describe any accommodations required to perform these functions:

**Employee Name (Print)**

**Employee Signature:**

**Date:**