



## JOB DESCRIPTION

**JOB TITLE:** Executive Director / Chief Executive Officer  
**EXEMPTION STATUS:**  X  Exempt   Non-Exempt  
**REVISED DATE:** December 2022

**SUMMARY:** Under the supervision of the Dean of the College of Medicine (President of the corporation) and the indirect supervision of the Board of Directors, the Executive Director / CEO is responsible for the overall management and operation of the Corporation. By directing, administering, and coordinating, the Executive Director shall have the necessary authority to affect this responsibility, subject to policies and procedures, goals and objectives as established by the Corporation. Corporate oversight includes Medical Education Assistance Corporation, East Tennessee State University Family Medicine, and affiliated entities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Direct, administer, and coordinate the operation of the Corporation according to the policies and procedures established by the Corporation for the delivery of high-quality, cost-effective health care.
2. Dispense advice, guidance, direction, and authorization to carry out major plans and procedures consistent with established policies.
3. Review operating results of the organization, compare them to established objectives, and take steps to ensure that appropriate measures are taken to correct unsatisfactory results.
4. Establish current and long-range objectives, marketing, other plans, and policies subject to approval by the Board of Directors, ensuring the corporation remains responsive to the communities it serves.
5. Responsible for developing operating and capital budgets, including financial plans and financial guidelines for the Corporation.
6. Oversee the adequacy and soundness of the organization's financial structure.
7. Ensure that all organization activities and operations are carried out in compliance with local, state, and federal regulations and laws, including HCFA regulations.
8. Participate with the President, A&B Committee, and Board of Directors in charting the course of the Corporation in response to developing needs of the medical community.
9. Act as the liaison between: MEAC and the University; Board of Directors, faculty, and administration.
10. Provide reports on a regular basis to show Executive Staff, Board of Directors, and committees regarding activities.
11. Ensure that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood.

12. Establish appropriate departmentalization and delegation.
13. Oversee and as appropriate delegate responsibility for facilities management including maintenance, capital improvement, and construction management.
14. Ensure effective management of the human resources of the corporation.
15. Negotiate and/or review all corporate leases, subleases, managed care, and other contracts, and letters of agreement, to ensure compliance to policies established by the Board of Directors.
16. Communicate effectively to build a cohesive team to execute a shared corporate vision and business plan.
17. Working with executive team, assures high quality, patient focused, care is provided across the corporation.
18. In conjunction with the Dean and Board of Directors, assures that the mission of academics remains integrated within all actions of the corporation.

**SUPERVISORY RESPONSIBILITIES:** Leads executive team including Chief Operating Officer, Chief Medical Officer, and Chief Financial Officer, who supervise employees in the Accounting, Data, Central Administration, Human Resources, and Billing and Collections. Responsible for the overall direction, coordination, and evaluation of these units.

Carries out supervisory responsibilities in accordance with the organization's policies and procedures, and state and federal laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:** An advanced degree in business, health care management, medicine, or related field (MBA, MHA, MD, MSN, etc.) with 10 years of recent experience in healthcare management and administration. Successful history with academic medical practice preferred.

**LANGUAGE SKILLS:** Excellent communication skills across all platforms are essential. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to compose reports, business correspondence, documentation, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, patients, the general public, physicians, and management, whether on the telephone or in person.

**MATHEMATICAL SKILLS:** Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to solve practical problems and deal with a variety of concrete and abstract variables in situations where only limited standardization exists.

**OTHER SKILLS AND ABILITIES:** General knowledge of medical billing and collections, ICD-10 and CPT coding, medical terminology, and computer software applications. Knowledge of the principles and practices of supervisory and general management abilities of a medical practice. Skill in composition, compiling, and preparing a variety of correspondence, reports, and other materials. Develops and maintains smooth and constructive relationships with executive colleagues within the University, Veterans Administration, and medical community as well as outside agencies, organizations, and individuals. Ability to handle detailed, complex concepts and problems and make rapid decisions regarding issues. Convey a professional and positive image and attitude. Demonstrates commitment to continued personal professional growth and development and supports the professional development and growth of other team members. Ability to concentrate under high demands and listen effectively. Ability to organize tasks, work as a team member and independently using sound management skills with a variety of professional disciplines.

**WORK ENVIRONMENT:** The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within an office setting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands and finger to handle or feel objects, tools, or controls. The employee must occasionally lift, carry, and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

This is a high stress position based on full responsibility of Corporation operation. Must be able to maintain a flexible work schedule to meet various demands of executive management with the Corporation. Hours may be long and irregular.

**DISCLAIMER:** The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

**By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Dean's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Director

\_\_\_\_\_  
Date