PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2026-074
JEMEZ HEALTH & HUMAN SERVICES
AMBULATORY CARE
PRACTICE MANAGER

Position Title:	Practice Manager	**Pay Level:**	$74,629.73-$111,944.59
Position Open Date:	11/24/2026- Until Filled	**Classification:**	Exempt
Position Status:	Full-Time	**Location:**	Health & Human Services
Supervisor:	Medical Director		

POSITION SUMMARY:

Works collaboratively with the Medical Director to ensure efficient and effective clinic flow and other daily operations of Jemez Health and Human Service (JHHS), including ambulatory care, behavioral health, dental, optometry, diabetes education, audiology, and other direct or contracted clinical services. Manages clinic schedules; participates in performance improvement initiatives; and promotes patient satisfaction. Works collaboratively with the Clinical Applications Coordinator (CAC) as back-up, and provides daily support to all clinical providers regarding the electronic health records (EHR) systems, including the Resource and Patient Management System (RPMS) and Dentrix.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

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.

EDUCATION & EXPERIENCE:

Bachelor's degree in Business Administration, Healthcare Administration, Public Administration, or closely-related field.
Preferred: Two (2) years of experience in a healthcare delivery setting.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation
Basic Life Support (BLS) certification within (30) days of date of employment.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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

Mobility to work in a typical office and clinical setting; agility and dexterity to use standard office and medical equipment; stamina to sit and stand for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

Work is subject to exposure to bodily fluids and other biohazards.

ESSENTIAL FUNCTIONS:

- Assists in planning goals, objectives, procedures and work standards for the program; collaborates in the development and adherence to annual budgets to facilitate optimal reimbursement and fiscal responsibility.
- Coordinates reports for organizational partners such as New Mexico Primary Care Association, New Mexico Department of Health, Indian Health Service, and other organizations as required.
- Ensures efficient and effective clinic and departmental flows.
- Participates in coordination of clinical staff professional development.
- Oversee the development, implementation and enforcement of policies, procedures, operational systems, and other processes within the clinic departments.
- Works closely with Patient Registration, Customer Service, and Business Office, to ensure efficient and effective clinic flow and revenue cycle.
- Assists with staffing solutions to ensure sufficient staff to provide quality services and comply with professional standards.
- Ensures proper scheduling of services and allocation of resources; evaluates program effectiveness and efficiency, ensures that such programs meet standards and regulatory requirements and professional standards; performs quality control of functions and staff.
- Maintains orderly and efficient practice routine.
- Recommends efficient and cost-effective approaches in practice management including technology integration.
- Participates in the Quality Assurance/Quality Improvement (QA/QI) participates in performance improvement initiatives and use EHR and other resources to extract data to use for process improvement.

- Established work priorities, schedules and project plans; tracks project status and reviews work in progress; gives periodic updates to internal staff and department staff.
- As CAC back-up, coordinates implementation and support of multi-service packages that automate the capture of clinical encounters within the EHR systems for subsequent data retrieval.
- Assists with the maintenance and implementation of HER systems, logs all problems, referring those requiring higher level of technical support to the appropriate person or team.
- Coordinates with JHHS and other application coordinators to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and ensure smooth operations in areas where package scope overlaps or is integrated with other services' functions.
- Contributes to the overall quality of the unit's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Develops and implements configuration management plans for each specific program as required; coordinates with appropriate parties on audits of the EHR systems.
- Provides operational improvements and other recommendations to peers, management and external agencies.
- Prepares a variety of reports, correspondence and other written materials as required.
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Operational characteristics, services and activities of outpatient clinic programs.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline, administrative principles and practices, including goal setting and program development, implementation and evaluation.
- Health center scheduling methodologies.
- Principles and practices of budget development and administration.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Principles of conflict resolution and patient advocacy.
- Applicable laws, codes and regulations, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Occupational Safety and Health Administration (OSHA) regulations, Accreditation Association for Ambulatory Health Care (AAAHC) guidelines, and other applicable regulatory or professional standards.
- Safety principles, practices and equipment related to the work.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- Records management principles and practices.
- EHR systems and computer software utilized by the clinic.

Skill in:

- Developing, implementing and administering goals, objectives, and procedures for providing effective and efficient medical services programs.
- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Developing effective work teams and motivating individuals to meet goals and objective and provide customer services in the most cost effective and efficient manner.
- Health center scheduling.
- Adhering to all compliance and confidential guidelines including HIPAA Compliance and Privacy Act.
- Maintaining quality, safety, and infection control standards.
- Preparing clear and concise reports, records of work and other written materials.
- Using software applications related to duties.
- Using tact, discretion and prudence in dealing with customers.
- Interpreting, applying and explaining applicable laws, codes and regulations.
- Establishing and maintaining effective working relationships with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

To apply for the position posted, please apply as follows
Send;
Pueblo of Jemez Job Application
To;
humanresources@jemezpueblo.org
Or;
Pueblo of Jemez-Attention Human Resources Department
PO Box 100
Jemez Pueblo, NM 87024