Sr. Divisional Administrator (DOM General Admin Chairmans Offf)

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Position Deleted on 3/12/2026. This position is no longer an active posting on HigherEdJobs.

Type: Full-Time
Salary: $111,800 - $195,900 per year
Posted: 34 days ago
Category: Business and Financial Services

JOHNS HOPKINS UNIVERSITY

Reporting to the Sr. Administrator and working in close partnership with the CAO, we are seeking a ***Sr. Divisional Administrator*** who will serve as a strategic operations leader and project manager for the department. Acting as a critical leadership resource, the position drives the execution of high-priority initiatives across functional areas, including, but not limited to, clinical operations, human resources, business planning, and performance improvement. This position is designed to ensure alignment with institutional goals and priorities, manage cross-functional projects, and facilitate decision-making to advance departmental objectives aligned with the Johns Hopkins University School of Medicine (SOM) and Johns Hopkins Health System (JHHS).

Specific Duties & Responsibilities

Project Management

- Lead and coordinate departmental projects from concept through execution, with explicit alignment to DOM/DD goals and Johns Hopkins Medicine priorities. Current projects include, but are not limited to,

- Goal setting and progress tracking, facilitate annual divisional goal plans; define milestones, owners, and performance indicators; maintain dashboards and produce status updates.
- Project Beacon initiatives: establish cFTE definitions and expectations for APP workforce; update templates and schedules; partner with operational leaders to implement and sustain changes.
- QGenda optimization, drive task standardization, clinical unit mapping, and governance policies for reviewing/approving scheduling requests; manage milestones through June 30, 2026.
- Financial improvement initiatives, support restricted funds-first practices; develop margin improvement plans; identify revenue-enhancement opportunities (e.g., appropriate use of longitudinal care codes) and expense controls.
- Business planning, coordinate development of formal business plans for recruitment and program expansion; ensure financial backstops and compliance with SOM review/approval workflows.
- Clinical access and throughput, reduce unused ambulatory clinic hours; reinforce scheduling standards; expand programs (e.g., echo labs, infusion services) in collaboration with institutional partners.
- Quality and safety projects, support initiatives to reduce CLABSI, enhance documentation, and improve HCAHPS domains through education, tools, and change management.
- Digital innovation and AI adoption: pilot and support deployment of AI tools (e.g., Abridge AI Scribe) to improve clinical efficiency and documentation quality; assess impact and refine workflows.

Program/Project Planning & Development

- Develop comprehensive project plans; establish goals, objectives, outcomes, and timelines with milestones; secure leadership endorsements.
- Execute implementation plans using strong communication, negotiation, and problem-solving skills; monitor progress and adjust action plans; recognize opportunities for integration and collaboration.
- Evaluate project outcomes; collect relevant data; produce written summary reports with recommendations for continuous improvement.

Financial Oversight (Indirect)

- Design and produce monthly/quarterly/annual financial reports for division and departmental leadership as needed; oversee the continued development and refinement of faculty productivity and profitability metrics and dashboards.
- Partner with finance to develop annual operating budgets; assist with clinical budgeting to drive bottom-line improvement; recommend billing strategies to maximize annual charges.

- Partner with the Director of Finance to develop systems and standard operating procedures to ensure compliance with JHU/SOM policies (e.g., restricted funds management, first-dollar principles) by coordinating with central offices; enable accurate salary distribution, effort monitoring, and CAF reporting.
- Recommend utilization strategies for discretionary funds that align donor intent, budget guidelines, and institutional policy; track spend against plan.

Operations Management

- In partnership with other departmental leadership, collaborate with faculty, nursing, and administrative leaders to develop KPIs and SOPs to ensure optimal practice management and clinic operations, including patient access standards and appointment scheduling.
- Assess and create suggested process improvement for administrative workflows to support patient-centered care; monitor and act on patient satisfaction data; investigate and facilitate responses to patient complaints.
- In partnership with departmental leadership, recommend space utilization strategies; develop justifications for additional space; ensure appropriate staffing levels across administrative areas

Human Resources Management

Provides direct operational coverage of Divisional functions during key vacancies or periods of high work demands with supervisory authority as necessary.

Provide recommendations for staffing resource allocation; support recruitment, onboarding, and workforce productivity initiatives, including divisional responses to satisfaction surveys.

Other duties as assigned.

Minimum Qualifications

Bachelor's Degree in Finance, Accounting, Business, Health Care Administration or a related field.

Eight years of progressively responsible administrative and financial experience in a medium to large clinical department.

Supervisory experience; demonstrated ability to lead cross-functional projects and influence without direct authority.

Additional education may substitute for required experience and additional related experience may substitute for required education beyond a high school diploma/graduation equivalent, to the extent permitted by the JHU equivalency formula.

Preferred Qualifications

- Master's Degree in a related field.

- Advanced proficiency in budgeting, documentation and reporting, financial administration, HR management, operational oversight, process improvement, program management, and quality improvement/patient satisfaction.

Technical Skills & Expected Level of Proficiency

- Budgeting - Advanced
- Documentation and Reporting - Advanced
- Financial Acumen - Advanced
- Financial Administration - Advanced
- HR Management - Advanced
- Operational Oversight - Advanced
- Oral and Written Communications - Advanced
- Process Improvement - Advanced
- Project Management - Advanced
- Program Management - Advanced
- Quality Improvement and Patient Satisfaction - Advanced
- Data tools and Platforms (e.g. Excel, Tableau, Power BI) - Intermediate
- Workforce planning (e.g. QGenda) - Intermediate

The core technical skills listed are most essential; additional technical skills may be required based on specific division or department needs.
Classified Title: Sr. Division Administrator-SOM
Role/Level/Range: L/04/LG
Starting Salary Range: $111,800 - $195,900 Annually ($175,000 targeted; Commensurate w/exp.)
Employee group: Full Time
Schedule: M-F 8:30a - 5p
FLSA Status: Exempt
Location: School of Medicine Campus
Department name: SOM DOM General Admin Chairmans Offf
Personnel area: School of Medicine

The listed salary range represents the minimum and maximum Johns Hopkins University offers for this position, based on a good faith estimate at the time of posting. Actual compensation will vary depending on factors such as location, skills, experience, market conditions, education, and internal equity. Not all candidates will qualify for the highest salary in the range.
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Equal Opportunity Employer All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

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