

Department Administrative Operations

Roles, Expectations & Support Resources



Purpose of this presentation

- Clarify administrative roles, responsibilities, and expectations.
- Equip departments with the resources and tools needed to support daily administrative operations.
- Define the shared partnership between Department Heads and Coordinators in administrative success.
- Establish ongoing support through centralized resources and regular touchpoints.

Key Roles and Functions

- Dean - Chief executive and academic officer of the school.
- Assistant/Associate Deans – Lead administrative faculty responsible for administrative offices
- Department Heads - Academic and administrative leader of a department.
- Program Directors - Academic leader for a specific degree or certificate program.
- Clinical Coordinators – Lead faculty for clinical coordination of students' clinical experiences
- Clinic Directors – Lead faculty/clinician for the department's clinic
- Faculty - Teaching, research & scholarship, clinical practice, and service.
- Department Coordinators - Administrative operations coordinator for a department.
- Clinic Operations Coordinators - Operational coordinator for academic clinics and clinical activities.

Department Head's Responsibility

Your Department Coordinator is a critical partner in the success of your program.

While they manage many operational processes, it is the Department Head's responsibility to provide leadership, establish expectations, ensure accountability, and create the conditions necessary for their success.

Effective management of your Coordinator is an essential component of effective department leadership.

1. Set clear expectations and priorities
2. Provide leadership, guidance, and feedback
3. Hold the Department Coordinator accountable for performance and outcomes
4. Ensure adequate resources, training, and support are available
5. Maintain a foundational understanding of key administrative functions
6. Empower the Coordinator to lead day-to-day administrative processes
7. Partner with the Coordinator to support the needs of the department and program

Department Coordinator Position Summary

The Department Coordinator serves as the primary administrative and operational support staff member for the academic department. This position coordinates academic, student, fiscal, personnel, compliance, accreditation, communications, and departmental activities to ensure efficient department operations and support the department head, faculty, staff, and students.

Department Coordinator Duties and Responsibilities

1. Administrative & Department Operations
2. Academic Program & Course Management
3. Recruitment & Student Engagement
4. Admissions & Student Services
5. Student Compliance & Matriculation Support
6. Clinical Education & Affiliation Management
7. Business, Fiscal & Purchasing Operations
8. Human Resources & Personnel Administration
9. Contracts & Agreements
10. Compliance, Assessment & Accreditation
11. Communications, Marketing & Events
12. Facilities & Operational Support
13. Technology & Records Management
14. Basic Cross-Training Between Clinic Operations Coordinator Roles

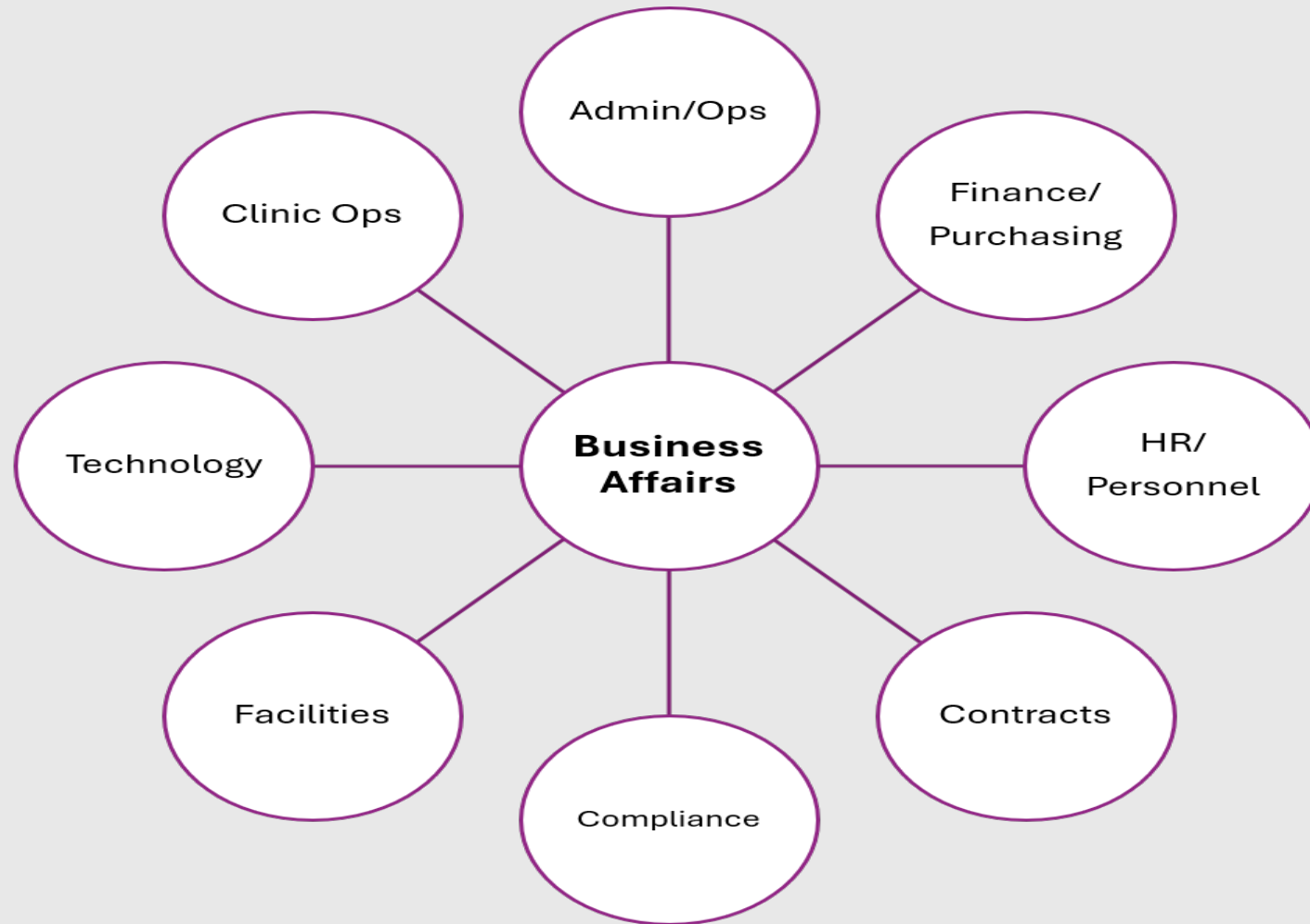
Clinic Operations Coordinator Position Summary

The Clinic Operations Coordinator oversees clinic administrative operations and patient support services. This position coordinates scheduling, patient records, referrals, insurance authorization activities, billing support, provider support, and clinic operations to ensure efficient and compliant delivery of clinical services.

Clinic Operations Coordinator Duties & Responsibilities

1. Clinic Operations & Patient Services
2. Patient Scheduling & Access Management
3. Patient Records & Documentation
4. Insurance Authorization & Revenue Cycle Support
5. Billing & Financial Operations
6. Clinic Purchasing & Inventory
7. Human Resources & Clinic Personnel Support
8. Clinic Administrative Support
9. Professional Responsibilities
10. Clinic Performance & Operational Reporting
11. Community Outreach & Referral Development
12. Clinical Compliance Monitoring
13. Electronic Medical Record Management
14. Recommended Cross-Training Between Roles with Department Coordinator

Core Functional Areas for Business Affairs (PD)



Program Support Resources

Support Your Program's Daily Operations

Information Technology –(IT)

General Information

Department coordinators and department heads share responsibility for ensuring their programs' technology needs are identified, communicated, and appropriately supported.

Technology services are provided through both the School's internal IT team and LSU Health's central IT resources, with requests submitted through the IT ticketing system.

Employees are encouraged to leverage the central IT website for available services, support resources, and technology guidance.

Resources

- Submit IT help desk tickets via: [This link](#)
- SHP IT Support email contact list serv: AHNOPCSupport@lsuhsc.edu
 - Internal Website for our IT Staff: [Computer Support for SHP](#)
 - Support with website changes
- Information technology support reference materials are located at
 - [Information Technology Support](#) and include a wealth of tutorials and information such as Telecom, Web, Audio/Visual, Microsoft 365 Tutorials, Teams, Outlook, etc..

Travel

General Information

Travel is a shared responsibility. Department Coordinators facilitate the administrative process and help ensure required documentation is completed and routed appropriately; however, travelers remain responsible for understanding and adhering to travel regulations and university requirements.

Resources

- Find more detailed information, FAQs, policies and forms here : [Travel Policy Webpage](#)
- Travel Trainings are held periodically by Danielle Burlison and are very beneficial for travelers and staff doing travel to attend.

Questions?

Contact Willis Brewer

Facilities

General Information

Department coordinators and department heads are responsible for identifying facility needs, submitting requests, and monitoring progress for their programs. Requests may range from routine maintenance and repairs to minor renovations and special projects. For minor or special projects, please engage the Dean's Office early. Coordination with Facilities helps ensure appropriate planning, compliance, approvals, budgeting, and project execution.

Resources

Submitting a work order : [Click Here](#)

To visit their website for more information: [Click Here](#)

Questions?

Contact Yahaira Amaya or Pam Galindo

Purchasing & Procurement

General information

Department coordinators and department heads play a critical role in identifying purchasing needs, initiating requests, providing business justification, obtaining required information, and supporting the procurement process. While larger purchases, requisitions, and formal procurements are coordinated through the Business Office, departments may also manage certain approved purchases directly through authorized processes, such as P-Cards.

Resources

- Purchasing [Policies, Procedures, Processes](#)
- Office supply requests: submit requests to your department coordinator
- IT related purchases: submit requests to AHNOPCSupport@lsuhsc.edu
- Other purchases: submit requests to department coordinator and fiscal office for review and coordination

Questions?

Contact Willis Brewer or Yahaira Amaya

Faculty Off Campus Activity

General Information

Faculty may participate in outside professional activities, consulting, expert, and other work-related engagements outside the institution. Coordinators and department heads should be familiar with applicable disclosure, approval, and compliance requirements governing these activities.

Resources

- [PM-11](#) – Policy- Outside employment -Outside Employment Disclosure and Approval
- [CM-67](#) Policy – Work-Related Off-Campus Activity
- [Ethics Disclosure Form](#) – Required if receiving eco
- CM- 28 [Tuition Exemption](#)
- Policy Guide- [Click Here](#) Note this guide is meant to supplement the policies only.

Questions?

Contact Yahaira Amaya

On Campus Clinics

General Information

Day-to-day clinic operations are led by Clinic Operations Coordinators in partnership with Soranny Martinez, Clinic Operations Manager. Because our clinics operate within the LSU Health environment, adherence to LSU Healthcare Network and compliance requirements is essential. Department heads should maintain active oversight and awareness of clinic operations and performance while partnering with clinic leadership on operational needs.

Resources

- Policies and Procedures Manual - [Here](#)
- Soranny Martinez (smar20@lsuhsc.edu)

Clinic Operations Manager

- HN Epic Help Desk- 504-412-1999, Option 1.

Questions?

Contact Soranny Martinez

Personnel (HR)

General Information

Personnel transactions are managed in partnership with the Business Affairs Office, with Willis serving as your primary resource for position description management, PageUp actions, and personnel forms. Department coordinators in collaboration with their department heads initiate requests, provide required information, and support follow-up throughout the process, while departments lead candidate evaluation and interviews.

Resources

- [Recruiting & Onboarding](#)
 - Start Date Calendar (Timelines)
- [Recruiting Resources](#)

Questions?

Contact Willis Brewer

Contracts

General Information

Expenditure, revenue, and service agreements require collaboration between departments, the Business Office, and central administration. Department heads and coordinators are responsible for identifying needs, providing operational input, and engaging the Business Office early. The Business Office leads the contract process to ensure appropriate oversight, compliance, and communication with external parties.

Fair Market Value & Service Agreements

We have an obligation of the State and of any State entity/agency of the State to cover its costs. Any contracting below our actual costs (which include both the direct and the indirect costs, i.e. the salaries and fringes and any F&A costs including LSU, School and Department OH) would be viewed as a donation of the State resources and a violation of the Louisiana Constitution.

Resources

[VCAF Database Login](#)

[Contracts Website](#)

Questions?

Contact Willis Brewer or Yahaira Amaya

Event Request

General Information

Department coordinators and department heads are responsible for identifying activities that represent significant departmental events and require coordination, funding review, or institutional support.

Resources

- Event Request Form: [Here](#)
- [Guidelines for School Hosted Event](#)
- Event Guidance: [Tips](#)

Questions?

Contact Yahaira Amaya

Event Calendar Submission Form

General Information

Department coordinators are responsible for coordinating departmental events, maintaining awareness of the academic and school-wide event schedule, and partnering with department heads to support effective planning and communication throughout the year.

Resources

All SHP staff and faculty were invited to access the SHP Events Calendar. The calendar is available under Shared Calendars (Outlook) or People's Calendars (365 Mail)

- **Event Calendar Submission Form:**

Here is the direct link to the form:

<https://forms.office.com/r/r5J64aeRSy>

- **Access to the SHP Events Calendar:**

To request an invitation to view the events calendar contact Lucette Burke at lburk1@lsuhsc.edu.

Questions?

Contact Lucette Burke

Room & Testing Center Reservation

General Information

Department coordinators are responsible for managing and approving space utilization within their departments, ensuring academic courses, meetings, events, testing activities, and other departmental functions are appropriately scheduled and documented. Coordinators serve as the primary 25Live approvers for their assigned areas.

Resources

- Room Reservations 25Live: [25Live Dashboard](#)

For questions contact:

Lucette Burke lburk1@lsuhsc.edu or Pam Galindo pgalin@lsuhsc.edu

- Testing Center HDC 332 (90 Student Capacity):

For questions contact:

Quang Tran qtran3@lsuhsc.edu

Fiscal Oversight & Budget Management

General Information

Department heads and department coordinators are responsible for monitoring departmental budgets and day-to-day expenditures. The Business Office provides resources, reporting, and quarterly financial overarching reviews, while the Dean's Office maintains school-wide fiscal oversight. Departments are encouraged to partner with the Business Office for budget analysis, financial projections, audit support, and spending guidance.

Resources

- [CM21- Financial Management Responsibility](#)
- Monthly Financial Reports including unrestricted & restricted fund balances, travel expenses, and detailed monthly transactions: U Drive: U:\SAHP Financials\ your program
- Foundation funds: [Reporting Express](#) (LSU Campus Login)

Questions:

- Willis Brewer (monthly reports, budget monitoring, routine financial inquiries)
- Yahaira Amaya (financial planning, projections, audits, fiscal policies, and complex financial matters)

Employee Resources

Know the Resources. Support Your People.

Leave Policy and Employee Self-Service

General Information

Department coordinators support employees and supervisors by providing guidance on leave processes, and Employee Self-Service (ESS) functions. Coordinators should be familiar with available resources while department heads oversee leave approvals and operational coverage.

Resources

[Employee Self Service](#)

Requesting leave, approving leave, viewing paychecks for Monthly Employees

[Requesting Leave Training Module](#)

Bi-weekly employees clock in and out using webclock and submit paper leave request forms.

[Webclock Training Module](#)

[PM-20 Leave Policy](#)

Annual and sick leave are earned on a monthly basis.

[PM-5 Holiday Schedule](#)

There are 14 paid Holidays per year.

Website resources: [Here](#)

Employee Resources via HR

General information

Department coordinators should be familiar with available employee resources and help guide employees to the appropriate information and support services. The Human Resources website serves as the primary source for benefits, leave programs, training opportunities, and other employee resources.

Resources

- Visit the Human Resources webpage for this and more:
 - [Benefits and Retirement info](#)
 - [Offices & Services](#) – wellness center, campus dining, holiday schedule...
 - [Employee Discounts](#) – Coursera, Verizon, Dental Faculty practice....
 - [HRM Newsletter](#)
 - [Employee Relations](#) - Campus Assistance Program (CAP), Ombuds office, ADA/ADAA Accommodations
 - [Crisis Leave](#) :contact Human Resources at HRMFMLA@lsuhsc.edu or 504-568-7780 with any questions
- If you have any questions please reach out directly to the HR Management team - [HRM functions Support](#)

Compliance

General Information

Department coordinators should be familiar with key compliance requirements, resources, and training obligations that impact their programs. Coordinators support awareness and help connect employees and department leadership with the appropriate compliance resources when questions or concerns arise.

Resources

For more details about our office of compliance please visit their website: [Office of Compliance programs](#)

- Emails with the required training information will be received from
- Frank Wasser
noreply@bridgeapp.com and link to: [Compliance Training - Bridge App](#).

Campus Police

Who are you going to call ?

IN CASE OF AN EMERGENCY

► [Call 568-8999](tel:568-8999)

(Downtown Campus / After Hours –

Florida Avenue Campus)

► [Call 941-8100](tel:941-8100)

(6 am to 6 pm - Florida Avenue Campus)

TO SEND A TIP

[TEXT 79516](tel:79516) and begin your message with LSUHSC followed by a space

- University Police will not be notified if your text does not begin with LSUHSC followed by a space
- You will receive a text to notify you that the text has been received by uTip
- Not ghostbusters.....

Resources

- For more information about university police and existing resource please visit their website here - [University Police](#)
- To download LSU Shield mobile app:

<https://911.lsuhsu.edu/report/lsushield.asp>

[X](#)



Emergency Situation Alerts

General Information

Department coordinators should maintain awareness of emergency procedures and available safety resources, support communication within their departments, and help promote a culture of preparedness and safety.

Resources

Please visit the website for more details – [Emergency information](#)

Alert Signup!

Parking

General Information

Department coordinators should be familiar with employee parking options, permit requirements, and campus parking locations in order to assist employees and visitors within their programs.

Resources

For more detailed information please visit their website:

[Parking rules and regulations](#)

Employee Badging

General Information

Department coordinators should be familiar with the badging process and assist new employees, affiliates, and visitors with obtaining the access and identification resources needed for their roles.

Resources

- Contact:
hrmidbadge@lsuhsc.edu
- [Employee Badging](#)

Key Pick Up Hours & Location

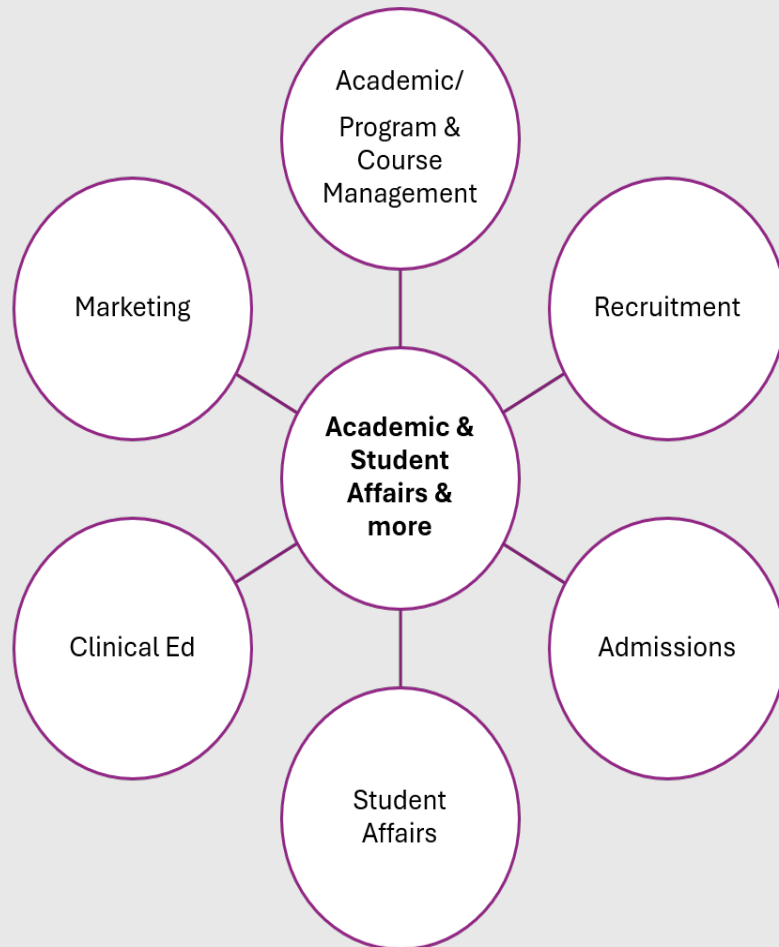
General Information

Department coordinators support their programs by coordinating key and access requests with authorized requestors, providing required information, and helping ensure employee access needs are communicated and addressed in a timely manner.

Resources

- SHP's Authorized requestors are **Pam Galindo, Mitze Jones, and Yahaira Amaya**
- Please visit this [website](#) to confirm current hours for Key pick up.

To be continued...



- Strategic Planning
- Academic Affairs
- Student Affairs
- Clinical Affairs
- Research Affairs

Questions?