



Senior Operations Manager

Job Description

Exempt: Yes

Safety Sensitive: No

Department: Operations

Reports To: Chief Operations Officer

Location: Travel, in office, and work from home

GENERAL DESCRIPTION OF POSITION

The Senior Operations Manager reports to the Chief Operations Officer and is responsible for the oversight of operations contracts, construction, programs, and a subset of North Country clinics which includes primary care, OB/GYN, urgent care, telehealth, physical therapy, behavioral health, dental, and mobile services. Five to seven Clinic Managers will report to the Senior Operations Manager including clinic services in locations that require contract management oversight. The position requires a leader with deep personnel management experience; project management experience to include minor construction; and integrated primary care experience. Familiarity with Arizona Department of Health regulations for Outpatient Treatment Centers and with HRSA Health Center Program requirements preferred.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Oversight of programs, contracts, and construction (TeleHealth services, Urgent Care services, operations contracts to include federal and state management agreements, construction to include federal awards). Coordinate with the Chief Operations Officer, Chief Medical Officer, and Dental Director to implement the initiatives, policies, procedures, and protocols of the respective departments. These responsibilities will be split between two managers and will be coupled with clinic oversight for specific locations.
2. Analysis and oversight of operations statistical information to improve outcomes related to organizational goals. Monitor and ensure the efficiency and financial performance of each clinic. Create, analyze, and present data and reports as relevant to clinic operations. Use the data to assist with setting operational and other clinic goals in conjunction with multidisciplinary teams. Provide asset and supply management oversight to encourage opportunities to decrease operational costs and increase revenues.
3. Quality Assurance/Quality Improvement - Quality improvement planning with the use of quality improvement models to improve clinic operation processes; to include tools like run charts and PDSA (plan, do, study, act) cycles. Collaborates with clinical staff to improve customer service, reduce wait times, and continually improve services.
4. Clinic Management - support Clinic Managers for smooth, consistent, standardized clinical and front office operations for primary care, OB/Gyn, dental, physical therapy, behavioral therapy, urgent care,

mobile services, and telehealth services. Oversee the implementation of new processes and procedures. Develop workflows to increase efficiency and consistency. Work with operations leadership to support dental services. Fill in for open Clinic Manager positions as needed or directed.

5. Personnel management - Plan, direct, manage, and evaluate staff. Provide leadership and direct oversight to Clinic Managers to have consistent personnel management processes in collaboration with Human Resources. Promote efficient use of staff by providing guidance on staff schedule development and task assignment. Encourage, support, and inspire staff in the pursuit and development of new ideas and ways of improving dental and medical services. Encourage integration of dental services with medical practices.
 6. Project Management - Leads or participates in cross-functional teams. Represents operations when developing and implementing goals, new services and programs, and objectives related to clinical initiatives and the North Country strategic plan. Sets agendas and timelines to keep construction projects, service launches, workflow revisions, and platform implementation on schedule. Coordinates the efforts of multiple departments. Assures consistent communication for project leads and impacted staff. Interact with outside organizations and community organizations to develop community relationships that promote North Country services.
 7. Compliance - Assures compliance with Arizona Department of Health requirements for Outpatient Treatment Centers, laboratory services, radiology services, and other applicable services. Assures compliance with Health Center Program requirements for HRSA (Health Resources and Services Administration).
 8. Compliance - Reports any real or suspected violations of the compliance program, company policies and procedures, harassment or other prohibited activities to the Chief Operations Officer, Compliance Director, or Chief Executive Officer as appropriate.
- Regular and predictable attendance.
 - Continuous learning in both personal and professional development.
 - Consistent review, comprehension and reply of company email and related correspondence.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Four year college degree, or equivalent experience resulting in broad knowledge of a field related to the job, such as accounting, marketing, business administration, agriculture etc, plus 8 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Funds, Property & Equipment Responsibility: 5,000,000.00

SUPERVISORY RESPONSIBILITIES

Directly supervises 7 subordinate supervisor(s) who supervise(s) a total of 150 employee(s). Supervises 0 non-supervisory employee(s). Departments supervised by this position include 0. Carries out supervisory responsibilities in accordance with the organizations policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance,

rewarding and disciplining employees; addressing complaints and resolving problems.

COMMUNICATION SKILLS

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a group of employees engaged in widely diversified activities.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of medium organizational component and the organization's clientele.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

4-year college degree or equivalent.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Master's degree in a related field - business, project management, health administration, public health.

SOFTWARE SKILLS REQUIRED

Intermediate: Enterprise Resource Planning, Human Resources Systems, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

Basic: Accounting, Contact Management, Database, Payroll Systems

ADDITIONAL SOFTWARE SKILLS

Not indicated.

OTHER SKILLS

Not indicated.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

While performing the functions of this job, the employee is *regularly* required to stand, walk, sit, use hands to finger, handle, or feel, talk or hear; and *occasionally* required to reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, taste or smell.

The employee must occasionally lift and/or move up to 10 pounds, occasionally lift and/or move up to 25 pounds, occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and distance vision.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is *occasionally* exposed to outdoor weather conditions, risk of radiation.

The noise level in the work environment is usually moderate.

ADDITIONAL INFORMATION

Not indicated.

More ADDITIONAL INFORMATION

Not indicated.

No reminder has been set to review or update this job description.

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