

JOB TITLE – ASSOCIATE DIRECTOR OF OPERATIONS

HOURS M-F: 8:00 AM - 5:00 PM

SUPERVISOR: Director of Operations (DOO)

SALARY Commensurate with Experience

FULL TIME POSITION

POSITION DUTIES/RESPONSIBILITIES: Manage daily operations at clinic sites and coordinate the work activities and schedules. Administer Waco Family Medicine (WFM) policies and procedures in a consistent and timely manner. Recruit, hire, oversee training and supervise operational personnel. Evaluate performance and recommend merit increases, promotions and disciplinary actions for operational personnel. Work with senior management to ensure site operations and relations are effective to ensure quality patient service. Ensure that office space, supplies and equipment are provided and maintained appropriately for all WFM clinics. Assist the DOO with coordinating arrangements for all external learners. Assist with maintaining the Dentrix database. Work with Televoxx (or current appointment reminder vendor) to ensure medical and dental patient call reminders and texts are working appropriately. Under the direction of the DOO, facilitate the alignment of medical and dental operations, including cross-training of medical/dental front office personnel and coordination of workflows to promote a seamless patient experience. Attend required meetings and participate in committees as requested. Participate in professional development activities to keep current with health care trends and practices. Prepare reports and manage assigned projects. Comply with all regulations related to confidentiality of patient information. Learn and perform duties of Director of Operations when DOO is absent. Provide back-up support for operational personnel. Other duties as assigned by supervisor

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: Bachelor's Degree in Healthcare Administration, Business or other field related to position responsibilities; combination of education and relevant experience may be substituted.

REQUIRED EXPERIENCE OR SKILLS: Management, communication and writing skills, efficient organization, creativity, knowledge of Excel and Dentrix software programs preferred.

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.