



## JOB DESCRIPTION

### Associate Director of Operations

**REPORTS TO:** Director of Operations (DOO)

**EDUCATION & EXPERIENCE:** Bachelor's Degree in Healthcare Administration, Business or other field related to position responsibilities; combination of education and relevant experience may be substituted.

**SKILLS:** Management, communication and writing skills, efficient organization, creativity, knowledge of Excel and Epic software programs preferred.

#### PRIMARY DUTIES:

- Manage daily operations at clinic sites and coordinate the work activities and schedules
- Administer 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 databases
- Work with Televox (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.
- Support new hire Orientation, Training, Eligibility, Maintenance, Safety, Security, Clerical and Dental
- Develop, recruit and train Operational Leads and key relationships at each clinic.
- 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.
- Lead Service Excellence and Champion other organization wide initiatives such as deescalation training

#### OTHER DUTIES:

- 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

- Organization wide projects and improvement initiatives

**PHYSICAL AND MENTAL REQUIREMENTS:**

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting
- Continuous use of computer
- Long periods of sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Frequent use of personal car
- Understand/carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications

**REVIEWED WITH EMPLOYEE:**

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Employee

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Supervisor

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Date

8/11/2022