



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 or a combination of education and at least 5 years of management experience.

SKILLS: Project management, process improvement, recruiting, training & development, communication and writing skills, creativity, knowledge of Microsoft Word, Excel and PowerPoint software programs preferred.

PRIMARY DUTIES:

- Oversee daily operations at 14 clinic sites
- Administer WFM policies and procedures in a consistent and timely manner
- Lead Service Excellence training and champion other organization wide initiatives such as De-escalation training
- Evaluate performance and recommend merit increases, promotions and disciplinary actions for Department supervisors that are direct reports.
- Work with departmental leadership to ensure site operations and relations are effective to ensure quality patient service
- Develop, recruit and train Operational Leads and key relationships at each clinic
- 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 certain databases
- Work with Televox/Intrado (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 support 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.

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:

Employee

Supervisor

Date

10/26/2022