

**Position Title:** Director of Operations

**Position Concept:** The Director of Operations will be responsible for supervising clerical and technical staff, establish and enforce work procedures and standards to improve effectiveness of daily operations to include staffing and scheduling, productivity and performance with a focus on improving efficiency and overall office workflow in multiple site offices. This key position reports to the Practice Administration.

**Minimum Qualifications:** The Director of Operations must be an excellent communicator with ability to deal with people at all levels of the organization. Must possess excellent organization skills, writing skills and have extensive computer experience. Bachelor's degree in Healthcare Management or related field with at least 3 years of office management experience in a medical setting required. Master's degree in Health Services Administration is preferred.

**Position Responsibilities:** The Director of Operations position responsibilities include, but are not limited to:

- Oversees daily operational activities for four site offices working in collaboration with the Team leaders of each department. This will include matters of personnel; staffing, assigning, training and development, as well as policy and procedure implementation for delivery of services. Working in cooperation with the HR department, the Director will be involved in the hiring process as well as any disciplinary actions.
- Establishes and maintains an efficient and responsive patient flow system.
- Monitors and maintains medical equipment and supplies inventory.
- Reviews processes and procedures and makes recommendations for improvement.
- Maintains training manuals.
- Oversees and coordinates physician schedules.

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