



Job Description Director of Operations

Positions Available: One

Professional Type: Administrator – Director of Operations

Position Type: Full-time, salary (TBD)

Compensation: Salary compensation, overtime exemption,

Benefits: Health benefits, 401K matching, and others available for full-time employees.

Clinic Location: Various, but primary location and office is at the Maurice clinic (admin offices)

Directly Reports To: CEO

Position Duration: Ongoing so long as work is satisfactory, performance evaluations are at least adequate, and professional contributions to the workplace are beneficial. If this position is filled by a current PGOA-employee, it will likely be an interim position. Otherwise, it will likely be a permanent position.

Start Date: As soon as available, but no later than 10 December 2021

Time Commitment

- Will complete work within approximately 40-55 hours per week
- Will work generally Monday-Friday 8AM-5PM, with a one-hour lunch break.
- Short and reasonable absences are allowed during the workday, but at least 40 hours must be worked every week unless PTO is taken.
- Should expect to commit whatever time is necessary for high quality completion of responsibilities, projects, and tasks.
- The employee is to be project-driven and goal-oriented with their time commitments.
- At least once a week, a 60 or 90-minute department meeting during working hours with Department, Department Director, other corporate administrators, or direct superior.
- Time worked will be tracked in digital time clock to allow for flex-hours regarding additional time off.

- May be required to be available holidays and weekends, as needed to complete projects and job responsibilities. This will be scheduled in advance, with as much notice as the situation allows.
- Will be allowed Fridays after 12PM to work from a location of personal choice (e.g. restaurant, coffee shop, home, etc.) so long as quality of work and availability are not compromised.
- Time commitment will adhere to PTO/UTO published policy.

Administrative and Professional Responsibilities *(not an exhaustive list)*

- Ensures PGoA adheres to its mission statement
- Seeks constant improvement in departmental and corporate structure and activities
- Achieves annual corporate financial goals
- Defines and adheres to corporate policies, procedures, and best practices
- Recruits, hires, trains, and develops Department Directors to ensure that each department adheres to the corporate missions statement, department mission statement, seeks ongoing improvement, achieves departmental financial goals, and defines and adheres to departmental best policies, practices, and procedures.
- In collaboration with the CEO, plans, communicates, and manages PGoA's long-term strategy for health and development.
- Develops and maintains relationships with external corporate partners for the financial benefit and professional enrichment of PGoA.
- Creates, leads, and communicates company-wide projects and initiatives
- Develops and maintains a cohesive and positive company culture and standards of conduct
- Works with the CEO and HR in the recruitment, hiring, development, and retention of high-quality providers.
- Creates, communicates, gets approval for, and holds Department Directors accountable to annual budget.
- Holds regular meetings with Department Directors for communication, cultural growth, team development, and planning.
- Holds regular meetings with company constituents (e.g. departments, providers, owners, etc.) as needed to communicate and plan for company-wide initiatives

Position Competencies *(not an exhaustive list)*

- Strong communicator
- Can discern and develop professional talent for direct reports
- Can create and maintain an annual budget
- Effective problem-solver
- Strong work ethic
- Assumes with gladness leadership pressure and responsibilities
- Strong time management skills
- Purposeful collaborator with outside healthcare professionals
- Highly organized and orderly in workflow
- Can make timely, objective, and defensible decisions
- Not easily frustrated to repeat directions or offer assistance

- Can teach and communicate to colleagues
- Can explain and offer assistance with a joyful attitude
- Knowledgeable about the healthcare industry and company specifics
- Can work with corporate executives and owners with humility and strength
- Leads in professional decorum in speech, conduct, and dress

Dress Code

- Business casual, unless specific activities require otherwise. Adheres to the published PGoA dress code.

Time Off

- Abides by corporate policies and procedures regarding PTO (Paid Time Off) and UTO (Unpaid Time Off).

Professional Evaluations

- Will have a bi-annual evaluation with company leadership and CEO, to receive professional evaluation on professional competencies, position competencies, and areas of ongoing development.

Additional Considerations

- None at this time.