



## JOB ANNOUNCEMENT

September 14, 2017

# ANTHONY L. JORDAN HEALTH CENTER JOB DESCRIPTION

## JORDAN HEALTH JOB DESCRIPTION

<b><u>JOB TITLE:</u></b>	Operations Manager
<b><u>DEPARTMENT:</u></b>	Operations
<b><u>REPORTS TO:</u></b>	Chief Operations Officer (COO)
<b><u>FLSA (TBD by HR):</u></b>	Exempt

**JOB PURPOSE:** The Operations Manager is responsible for management of day-to-day operational matters in collaboration with the COO, assisting the COO with budget preparation and management, and assisting the COO with the maintenance of operational policies and protocols.

### **MAJOR RESPONSIBILITIES (Essential functions):**

**Result #1: Ongoing operations activities and operations issues that arise on a day-to-day basis are successfully resolved by:**

- Maintaining effective processes for ongoing operations activities;
- Collaborating with appropriate Jordan Health staff to identify the cause of, and resolve, operational issues;
- Consulting with the COO regarding budget impact of issue resolution.

**Result #2: Projects are successfully completed on time and within budget by:**

- Collaborating with appropriate Jordan Health staff to establish a project team, establish a project plan, and implement the project plan;
- Coordinating the activities of the project team;
- Reporting regularly to the COO and project sponsors regarding project status, issues arising within the project, and issue resolution;
- Preparing “after action” reviews following project completion to identify learning opportunities and process improvements for implementation in future projects.

**Result #3: Strategic initiatives are successfully completed on and within budget by:**

- Assisting the COO in the management and monitoring of strategic initiatives;

- Collaborating with strategic initiative project sponsors in the collection of data for reporting purposes;
- Assisting the COO in the preparation of dashboards and other reports regarding strategic initiative progress.

**Result #4: Contracts are successfully managed such that contracts are maintained or terminated as determined by the appropriate contract manager/sponsor by:**

- Maintaining the electronic contract file folders;
- Maintaining the contract data base;
- Alerting the COO and the appropriate contract manager/sponsor of impending renewal/termination dates at least 3 months prior to renewal/termination.

**Result #5: The incident report and complaint process is effectively managed to respond to incidents and complaints and to produce monthly reports by:**

- While adhering to Jordan Health policies protocols, collaborating with appropriate Jordan Health staff in promptly responding to incident reports and complaints;
- Interviewing participants in incidents and complaints, recommending remedial actions, communicating resolution to appropriate parties, and confirming that remedial measures are implemented;
- Producing the monthly incident and complaint report in a timely manner for distribution to the QA/PI – Health Services Committee, and others as appropriate.

**Result #6: The financial plans for the various departments within Operations are aligned with Jordan Health’s financial strategy by:**

- Assisting the COO in the coordination of budget development across the operations departments;
- Assisting the COO in monitoring actual against budget across the operations departments.

**Result #7: Establishes a culture of collaboration and customer service by:**

- Demonstrating and modeling professional personal attributes (respect and dignity, valuing differences, etc.)
- Maintaining professional competency and leadership skills through participation in appropriate educational programs and conferences.

1. The job-holder is given:

Instructions	Constantly	Frequently	Infrequently	Seldom
a. Supervision			X	
b. Instructions			X	
c. Discretionary authority		X		
d. Authority over others				X

2. The working condition of the position is: (for example, outside, a typical office setting, etc.)

A typical office setting. Periodic travel between Jordan Health locations (10%).

3. Physical requirements:

ACTIVITY	FREQUENCY			
	Constantly	Frequently	Infrequently	Seldom
Standing		X		
Walking		X		
Sitting		X		
Lifting				X
Carrying				X
Pushing				X
Pulling				X
Climbing				X
Balancing				X
Stooping				X
Kneeling				X
Crouching				X
Crawling				X
Reaching				X
Handling				X
Feeling				X
Speaking		X		

Hearing		X		
Seeing		X		
Depth Perception		X		
Color Vision		X		
Repetitive Motion		X		
Other?				

4. The mental demands for this position are: (such as, multi-tasking, ability to concentrate, balancing competing priorities, alertness, etc.)

Ability to concentrate, balancing competing priorities, alertness, high degree of analytic capabilities, excellent and persuasive interactional skills, presentation skills.

5. The machines or equipment the jobholder is responsible for operating are: Computers, phone, other typical office equipment
6. The jobholder's work is reviewed by:

The Operations Manager reports to the Chief Operations Officer who is primarily responsible for reviewing the Operations Manager's work. However, there may be instances in which the Operations Manager will work in a matrix management structure. For example, the Operations Manager may be assigned to support a special project and be required to report to that project manager in connection with the project. The project manager will supervise the work of the Operations Manager on the project and will collaborate with the Chief Operations Officer in the annual review of the Operations Manager.

**EDUCATION AND EXPERIENCE REQUIRED:**

Bachelor's degree in business administration, organization management or a similar field and at least five years progressive experience in operations management. An Associate's degree with at least seven years of progressive experience in operations management may be substituted for a bachelor's degree.

**SPECIAL SKILLS, KNOWLEDGE REQUIRED:**

- Knowledge and experience of project principles and practices
- Knowledge and experience of business and management principles and practices
- Excellent communication skills both verbal and written
- Excellent interpersonal skills and a collaborative management style
- Budget development and oversight experience
- Critical thinking and problem solving skills

**This position requires compliance with Jordan Health’s Compliance Program, compliance Code of Conduct, and its written policies, procedures and protocols (collectively, the “Written Standards”). Such compliance will be an essential element considered as part of regular performance evaluation of the Compliance Database Librarian. Failure to comply with the Written Standards (which includes the failure to report any conduct or event that potentially violates legal or compliance requirements of the Written Standards) will be met by the enforcement of disciplinary action, up to and including possible termination of employment, in accordance with Jordan Health’s Compliance Program Policy and Procedure – Addressing Instances of Non-Compliance Through Appropriate Disciplinary Actions.**

**Author of job description: COO**

Jason Dunn, COO

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Signature

**Send Resume To:**

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Jordan Health Center offers equal opportunities to all persons without regard to race, color religion, age, sex, disability, national origin, ancestry, citizenship, military or veteran status, marital status, sexual orientation, domestic violence victim status, predisposing genetic characteristics or genetic information, or any other status protected by law.