

Senior Operations Manager I

Due to continued growth across our practices, Charlotte Eye Ear Nose & Throat Associates is operationally realigning and has the following management opportunities available immediately:

- Senior Operations Manager I – Matthews/Monroe
- Senior Operations Manager I – Pineville/Blakeney
- Senior Operations Manager I – Uptown/Belmont/Steele Creek

Primary Objective

The Senior Operations Manager I directs clinic operations and manages clinic staff to ensure effective, efficient delivery of high-quality patient care and an excellent patient experience.

Essential Functions

Management:

- Manage daily operations & patient throughput for 1-3 clinics with 50,000 to 100,000 encounters per year &/or 9 to 14 providers to ensure the effective, efficient delivery of high quality patient care
- Direct strategic growth initiatives to increase market share in collaboration with Executive Leadership
- Develop recruitment and engagement strategies to attract and retain high performing employees
- Manage clinic staff, including:
 - Developing & disseminating schedules
 - Managing time & attendance in the HRIS system, as well as analyzing reports to ensure adherence company policies and staffing optimization
 - Performance management, to include coaching and corrective action as needed
 - Identifying individual growth and development opportunities to positively impact employee engagement & performance
- Direct patient and staff safety, including regular rounding to identify opportunities for enhancement of safety protocols and develop action plan to address same
- Analyze schedule utilization to enhance patient access and provider growth
- Analyze & delegate applicable dashboards, reports, messages, & workqueues in the EHR system to optimize clinic operations
- Manage administrative & clinical inventory, including
 - Decrementing and receiving the inventory using the approved Purchasing workflow/process as provided by the Purchasing Department
 - Maintaining direct knowledge of the clinical supplies and medications in the corresponding location(s)
 - Partnering with providers and staff for successful and timely ordering

- Establishing the workflow, training staff, and holding staff accountable to ensure timely supply submission and receipt
- Collaborating with the Purchasing Department to streamline ordering processes to include setting Par levels, identifying where supplies are stored, and where and how they are delivered
- Stocking central supply and assigning the appropriate clinical staff to ensure rooms are appropriately stocked to the room specific PAR daily
- Working with providers and the Purchasing Department on special projects as identified by Senior Leadership (such as establishing standards for supply ordering by specialty)
- Order administrative & clinical (medical & pharmacological) supplies through the CEENTA delineated Purchasing System as defined by the Purchasing Department and ultimately the Finance Department
- Manage facility & equipment maintenance & repairs in collaboration with CEENTA leaders and staff using defined workflows
- Manage facility & equipment maintenance, renovation, & repairs
- Manage the operational aspects of new provider on & off boarding
- Partner with clinical and community leaders to develop schedules for technical and clinical educational program students
- Maintain vendor relationships
- Develop community relationships in collaboration with the Marketing Department
- Assist with daily clinic functions as needed

Finance:

- Direct and meet financial objectives as outlined by Executive Leadership; examples include:
 - Reviewing monthly Profit and Loss statements
 - Establishing methods to meet or exceed budgeted visit volume, staff allocation, &/or revenue
 - Maximizing the collection of patient payments
 - Upholding financial policies and procedures through staff accountability and patient education
 - Facilitating the annual strategic budgetary process, forecasting need for capital equipment, staff, etc.
 - Identifying innovative revenue-generating or cost-saving measures
 - Charge capture for identified provider services

Patient Experience:

- Maintain patient relations by promptly and appropriately responding to questions or concerns
- Document patient concerns into the electronic monitoring system
- Promote technological offerings that enhance the patient experience, such as CEENTA's patient portal and online scheduling
- Collaborate with providers and staff to enhance the patient experience, including training and coaching on patient experience objectives

Training & Communication:

- Ensure all staff are trained and up to date on company Policies and Procedures
- Maintain current knowledge of governmental quality and regulatory mandates and educate providers and staff on same
- Oversee clinical leads to enforce safety & compliance protocols
- Ensure staff certifications are maintained & annual required training is completed
- Train staff on new & existing workflows, including reinforcing EHR system procedures
- Develop and implement operational onboarding & training plans for new employees in collaboration with the HR Department
- Engage in regular communication with staff, including one on ones and monthly staff meetings
- Maintain provider relationships through open communication regarding clinic considerations and organizational updates

Other:

- Ability to meet the physical and mental demands of the position
- The ability to work on-site
- Predictable, reliable, and prompt attendance

Skills and Abilities

- Must have strong business acumen and proven competency in strategic management of a medical practice
- Must be able to manage and foster a team environment
- Must have willingness to accept change, new processes and methods for continuous improvement to ensure quality and efficient operations
- Proficient in Microsoft Office applications (Outlook, Word, Excel)
- Proficient in Electronic Medical Record systems
- Ability to communicate effectively & professionally (written and verbal)

Core Competencies

- Communication - Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- Building Patient Loyalty - Effectively meeting patient needs; building productive patient relationships; taking responsibility for patient satisfaction and loyalty.
- Developing Others - Planning and supporting the development of individuals' skills and abilities so that they can fulfill current or future job/role responsibilities more effectively.
- Facilitating Change - Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

- Managing Conflict - Dealing effectively with others in an antagonistic situation; using appropriate interpersonal styles and methods to reduce tension or conflict.
- Delegation - Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.

Accountability

Our mission is to be the premier eye, ear, nose, and throat group providing comprehensive, quality, and ethical healthcare to all in the Carolinas; to provide a favorable environment for the delivery of healthcare; and to provide for the wellbeing of the physicians and the employees of Charlotte Eye Ear Nose & Throat Associates, P.A.

The Senior Operations Manager I directly impacts CEENTA's ability to achieve its mission by directing clinic operations and managing clinic staff to ensure effective, efficient delivery of high-quality patient care and an excellent patient experience.

Supervisory Responsibilities

This position manages a team of employees to support clinic operations and reports to the Chief Operating Officer.

Education

High school diploma or equivalent required. Bachelor's degree preferred. MHA/MBA strongly preferred.

Experience

Seven or more years' applicable experience required.

Work Environment

The work environment characteristics described are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Senior Operations Manager I functions in a multi-specialty clinic or clinics with high patient volume. This role may be exposed to contagious or infectious diseases, and therefore, may be required to wear personal protective equipment at times. This position routinely uses standard office equipment, including computers and multi-line telephones.

Position Type and Expected Hours of Work

This is a full-time, exempt position with in-office core business hours. Hours are subject to variation based upon business needs. Estimated fifty (50) or more hours weekly until major deliverables in place.

Physical and Mental Requirements

The physical and mental demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

- Occasionally assists with moving or positioning wheel-chair bound patients, clinical equipment, and office supplies.
- Frequently required to stand; walk; sit in front of a computer; type; perform repetitive mouse clicks; use hands to finger, handle or feel; and reach with hands and arms to assist patients and/or providers/staff.
- Occasionally required to climb stairs, squat, kneel, or carry.

Mental Demands:

- Ability to problem solve
- Ability to work under pressure
- Ability to make quick decisions
- Ability to supervise others
- Ability to thrive in a fast-paced environment
- Ability to use discretion and sensitivity
- Ability to interpret data
- Ability to work alone for long stretches of time

Travel

Travel to other CEENTA locations required depending on business needs.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. In addition to those essential functions identified above, individuals in this position are also responsible for performing other duties or tasks that may be assigned. CEENTA retains the discretion to add or change the essential job functions of this position at any time without notice.

A Typical Day in the Position

A typical day for the Senior Operations Manager I involves directing the daily operations of a multispecialty clinic and managing clinic staff to ensure the delivery of effective, efficient, high-quality patient care that results in an excellent patient experience. Every day is different for the Senior Operations Manager I, as they are called upon to adapt and change to situations as they arise. This may include handling patient concerns, responding to technology or equipment issues, monitoring staff attendance & performance, running reports and analyzing data, managing clinical & administrative supply inventory, and ensuring policies and procedures are followed.