

## Operations Director Job Description

---

**Department:** Administration

**Effective Date:**

**Reports To:** CEO

---

**Summary of Duties:** Responsible for planning, organizing and directing GSHC operations to achieve the most efficient and effective delivery of top quality care to the patients, the providers, as well as the entire staff team.

**Supervision Exercised:** Front Office Manager, HR/Volunteer/Hospitality Manager, non-provider support staff of Medical and Dental Clinics, Dispensary staff

**Supervision Received:** Reports to CEO

**Education/Experience:** Bachelor's Degree (4 year) plus a Masters in Public Health along with a minimum of 5 years of relevant work experience in a supervisory capacity within an FQHC environment.

### Principal Responsibilities:

- Fulfill the Center's mission to spread the love of Christ through quality healthcare to those in need.
- Leads Spiritual Health activities with other employees.
- Daily operation of the Center and compliance with board policies.
- Develop and achieve targeted patient volumes, revenues and expenses in areas of responsibility.
- Prepare annual reports including budgetary planning, and operational performance, as may be required.
- Responsible for operational efficiency, high quality and effectiveness between departments as measured by employee efficiency as well as patient satisfaction through feedback and quality assurance measures. Proposes and implements improvements where needed.
- Implements departmental policies and procedures so as to ensure high office employee morale and a professional, healthful, Christ-centered clinic atmosphere.
- Oversees provider schedules at maximum capacity and efficiency.
- Point person for Electronic Medical Record utilization and reporting.
- Maintain Federal and Legal Compliance Standards including FQHC, CLIA waiver, and others as applicable.
- Transmit to the Clinical Directors recommendations concerning the staff classification, reappointment and the delineation of clinical privileges for all practitioners within the department and all staff.

- Complete annual performance reviews of all managed staff, provide routine feedback to staff and report regularly to the CEO.
- Manage departmental committees to conduct system standing work procedures, flow, and Quality Assurance compliance.
- Provide oversight for the resolution of patient concerns and complaints. Directs front office staff to work with providers to understand and respond appropriately.
- Oversees patient collections and AR management in coordination with the Finance Director
- Communicates with all departments to ensure communication and accurate schedules for providers, support staff, and front office staff including PTO and sick leave coverage
- Manages and oversees operational projects (e.g. construction, remodeling, new software implementations, etc).
- Oversees 340B dispensary compliance and regulations.
- Oversees insurance credentialing and malpractice licenses renewals for providers.
- Manages individual provider liability including Federal Tort Claim Liability for all employee providers.
- Oversees Facility Maintenance.
- Oversees vendor contracts meeting all compliance guidelines.
- Ensures compliance with Health Professional Shortage Area Certifications, National Health Service Corps, and J-Corps Certifications.
- Responsible for managing patient collections in a way that honors their dignity.
- Responsible for Center compliance with governmental regulations and industry requirements, including HIPAA, OSHA, VFC, Medicaid, Medicare, and State of Georgia etc.
- Ensures that patient records and procedures are in compliance with agreements with vendors and contracted service providers.
- Other Duties as assigned

**Abilities:**

- Ability to plan, prioritize and complete delegated tasks.
- Ability to demonstrate compassion and caring in dealing with others in a way that supports the Center's mission to share the love of Christ through quality healthcare to those in need.
- Ability to interpret, adapt and apply guidelines, regulations and procedures.
- Ability to communicate clearly and establish/maintain effective working relationships with patients, medical staff and coworkers.
- Ability to multitask.
- Ability to work in fast-paced, rapidly growing organization.

**Knowledge:**

- Knowledge of Microsoft Windows and Microsoft Office, especially Word and Excel.
- Electronic Medical Record (Practice Partner preferred)
- Current laws and regulations applicable to similar organizations
- Federal grant process

**Environmental / Working Conditions:** Office setting, well-ventilated and well lighted. OSHA Category 3 – Involves no regular exposure to blood, body fluids, or tissues, and tasks that involve exposure to blood, body fluids, or tissues are not a condition of

employment.

**Physical / Mental Demands:**

- Requires eye-hand coordination, finger dexterity. Vision must be corrected to 20 / 20 and hearing must be in normal range. Must be able to view computer screens for long periods. Occasional stress related to workload and customers with problems.
- Hearing / Speaking: Effective communication with patients, staff and visitors. Spanish language skills a plus.
- Standing: 15% of the workday
- Sitting: 40% of the workday
- Walking: 35% of the workday
- Lifting: 10% of the workday up to 30 lbs.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

**Acknowledgment**

I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

---

Employee Name  
Date

Employee Signature

---

Supervisor Name

Supervisor Signature

Date