

# JOB OPENING: Director of Operations

*Are you a positive and creative problem solver? Are you looking for an opportunity to learn and work hard on the job? Do you enjoy a collaborative, forward-thinking work environment? We want you on our team! Columbus Speech & Hearing Center has an immediate opening for a full-time Director of Operations. The Director of Operations will manage the day-to-day activities of the Center, ensuring that the organization is performing efficiently and effectively.*

## **Supervisory Responsibilities**

Participates in the hiring and training of departmental managers.

Organizes and oversees the work and schedules of departmental managers.

Conducts performance evaluations that are timely and constructive.

Manages discipline and termination of employees as needed and in accordance with company policy.

## **Responsibilities**

Establishes quantitative and qualitative metrics, guidelines, and standards to evaluate company's efficiency and effectiveness; identifies opportunities for improvement.

Reviews, analyzes, and evaluates business procedures.

Implements policies and procedures that will improve day-to-day operations, customer service, and satisfaction.

Ensures work environments are adequate and safe.

Oversees business office, HR/Payroll, facilities and accounting, ensuring each is reaching goals set by departmental and company leadership.

Develops and implements strategies, procedures and business plans needed to enhance company growth.

Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.

Leads coordination and integration of efforts among operations, clinical, development and marketing departments to produce smoother workflow and more cost-effective business processes.

Projects a positive image of the organization to employees, customers, industry, and community.

Shall develop and maintain Disaster Recovery/Business Continuity Plan.

Shall produce a comprehensive Annual Program Evaluation Report.

Performs other related duties as assigned.

## **Requirements**

- Master's degree in Business Administration preferred
- Extensive and diversified background with at least 10 years of related experience
- Thorough understanding of practices, theories, and policies involved in business and finance
- Superior verbal and written communication and interpersonal skills
- Superior managerial and diplomacy skills
- Extremely proficient in Microsoft Office Suite or related software
- Excellent organizational skills and attention to detail
- Excellent analytical, decision-making, and problem-solving skills

*The information in this posting is a summary designed to indicate the general nature and level of work performed by employees in this position. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.*