



Operations Senior Manager

Position Description

Position:	Operations Senior Manager	Date:	09.10.20
Reports To:	Finance and Operations Senior Director	FLSA Status:	Exempt
Supervision:	Office Administrator	Pay Type:	Salary
Hours:	1.0 FTE	Starting Range:	\$67,000 - \$76,000

Approved By: Joan Watson-Patko, Executive Director

_____ Date _____

1. Primary Purpose

The Operations Senior Manager is responsible for supporting the strategic direction and performance improvement initiatives of the organization. Supports the Finance and Operations Senior Director in executing strategic objectives and internal improvement through direct oversight and coordination of internal department leads and escalating barriers back to the Senior Leadership Team (SLT) to ensure timely execution, delivery of intended outcomes and tracking success of implementation.

Works with the Finance & Operations Sr. Director, the Human Resources Manager, the Accounting Specialist and the Office Administrator as part of the operations team to manage, maintain, and improve upon internal system functionalities including organizational goal accomplishment, office-wide information technology (IT), internal operations projects, and overall office management. This is a confidential position. This position works closely with the entire OPCA staff to create an effective and efficient organization with an organizational culture that is aligned with OPCA values.

Works cross-functionally with subject matter experts and leadership to optimize operational processes and policies and identify process/areas that will enable the achievement of organization’s performance improvement goals.

2. Essential Duties and Responsibilities (~70% of time)

Operations: Manages, implements, and improves OPCA’s efforts to ensure operational excellence:

- **Plans, Policies, and Procedures:** In partnership with operations team and various staff members, this position reviews, analyzes, develops, and implements OPCA plans, policies

and procedures, primarily focusing on general operations and Human Resources, but also supporting Finance, as needed.

- **Big Picture Office and Admin:** Works in tandem with the Office Administrator to ensure OPCA's day-to day office and administration function, as well as larger scale projects, are running smoothly and efficiently. Responsible for the bi-weekly internal administrative newsletter. Provides back up for weekly stand-up meetings facilitation. Partners with OPCA staff and members of the Senior Leadership Team to plan for and facilitate monthly all staff meetings.
- **Internal Goals and Capacity:** With OPCA leadership and internal operations team, contributes to the development, management, and evaluation of annual internal organizational goals to help OPCA continue to grow our internal operations, systems capacity, and overall efficiency.
- **Risk Management/Corporate Compliance:** Supports Finance and Operations Senior Director with OPCA's risk management and compliance work.
- **Vendor/Contracts Management:** Manages multiple vendor contracts and relationships. Regularly reviews the value and cost of business with each vendor, determining if we need to find a new vendor or eliminate the use of a vendor. Designs and implements system by which all OPCA contracts are scoped and signed appropriately, and digitally stored for record retention.
- **Quality Improvement:** Ensures operational excellence by imbedding quality improvement infrastructure and methods in all operational efforts. Partners with staff team members to emphasize effectiveness, efficiency, sustainability, customer-centeredness, and staff engagement at every juncture.

Information Technology (IT)

- Works in tandem with the Finance & Operations Sr. Director on managing the overall office IT plan, including computer, information, and telecommunications systems, making recommendations to leadership for substantial changes/upgrades.
- Works collaboratively with leadership and staff to ensure an efficiently functioning, forward thinking technological work environment; oversees IT systems by working with both internal staff and IT technical experts/contractors to meet organizational needs; assists in planning future improvements. Ensures that the uptime, performance, resources, and security of OPCA computers meet the needs of the users.
- Manages IT needs of organization including, but not limited to, troubleshooting and communication with IT vendor for network maintenance, ensuring IT meets industry standards; works with OPCA staff and vendors when considering the purchase of computer hardware, virtual meeting technology, etc.; manages hardware and software needs, including installation, as needed; maintaining security policies; provides technical support and training for staff using the network to ensure consistent application and ease of use.
- Responsible for implementing new Human Resources Information System (HRIS) and ensuring the easy management of human resources, business processes, data, and compliance. Works in tandem with the Human Resources Manager on modernizing the employment life cycle, including, but not limited to, recruitment, onboarding & offboarding, learning management, policies & standard operating procedures, performance management, time & attendance, and benefits administration.

Special Projects

- Scope, manage and implement special projects as needed within OPCA, seeking internal and/or external guidance when appropriate.
- Regularly evaluates OPCA's needs for additional tools to help the team work more effectively and efficiently. If gaps are identified, work with staff in researching and selecting new solutions.

3. Essential Strategic & Leadership Responsibilities (~20% of time)

- May supervise one to two staff with an emphasis on supporting team collaboration and individual mentorship and success.
- Applies OPCA's defined Equity Lens in all work areas.
- In partnership with appropriate leadership, contributes to budget development and management of resources for program area.
- With Finance and Operations Senior Director contributes to the development of teamwork plans, goals, objectives, and systems to align operations work as a team and effectively plan for future projects.
- Moves OPCA towards accomplishing operations goals and objectives with efficiency, effectiveness, and "customer" centered services.
- Provide ongoing training for staff on OPCA operations, tools, and systems to ensure consistent application and ease of use.
- May be involved with one or more internal OPCA committees.
- Provide updates to Senior Leadership Team and/or Board of Directors, as needed.

4. Other Duties and Responsibilities (~10% of time)

- Conducts individual administrative duties (e.g. scheduling, time sheets, internal organization communications, etc.)
- Other tasks and projects as assigned.

5. Knowledge, Skills, and Abilities

- Excellent written/oral communication skills, both informal and formal communications, including listening, speaking, writing and facilitation of discussions where diverse opinions exist.
- Strong project management skills, highly organized and excellent attention to detail. Ability to self-direct, prioritize tasks and work on multiple projects.
- Ability to work collaboratively to create and implement organizational strategy
- Advanced IT, HRIS and database knowledge.
- A passion for learning and growth mindset
- Comfortable with nuances and ambiguity.
- Strong analytical and problem-solving skills. Ability to think strategically and deliver technically. Ability to conduct analysis and interpretation of organizational data.
- Strong computer skills, including thorough knowledge of Outlook, Word, Excel, Power Point, etc.
- Ability to work well in a professional yet fun team environment, including respect for different styles and personalities, enthusiasm for collaboration, communication, and celebration.

- Effectively represent OPCA with vendors and contractors

6. Minimum Qualifications and Experience

- Professional with advanced level of proficiency. Generally, requires a Bachelor's degree and/or 3-5 years' experience or equivalent education.
- Must be bondable
- Fluency in written and spoken English required.

7. Preferred Qualifications and Experience

- Experience with change management, new software deployment and operational innovation, implementation, and maintenance.
- Experience managing a small business (25 staff) IT environment
- Proficiency with MS Office, O365, MS Teams & SharePoint
- Experience implementing and managing HRIS
- Experience with website CMS, CRM and project management platforms
- Formal project management training
- Knowledge and application of process improvement techniques (e.g. LEAN)
- Understanding of HIPAA rules and regulations (*OPCA is not yet a HIPAA environment*)

8. Specific Job Attributes

- **Job Complexity:** Having wide-ranging experience, uses professional concepts and company objectives to resolve complex issues in creative and effective ways. Works on complex issues where analysis of situations or data requires an in-depth evaluation of variable factors. Exercises judgment in selecting methods, techniques and evaluation criteria for obtaining results. May be responsible for resource allocation, including budget and personnel. Makes strategic decisions based on company goals and objectives in consultation with upper management.
- **Impact:** Failure to achieve objectives will have an impact on unit and the organization.
- **Degree of Work Direction & Project Management:** Moderate supervision with latitude to make decisions to achieve defined goals. Determines methods and procedures on new assignments. Contributes to team objectives and outcomes as guided. Partner with upper management to set objectives for assigned unit/area.
- **Degree of Confidentiality:** Some work required will be confidential in nature. The confidential employee is one whose duties normally require access to confidential information.
- **Responsibilities as a Team Member:** Contributes to measurable team and/or organizational objectives. Consults with upper management on highly-complex projects. Works with the leadership team in defining organizational goals and strategic plans. Resolves issues and contributes to unit/area development.
- **Internal & External Contacts & Communication:** Creates formal networks involving coordination among groups. May serve as an external spokesperson for the organization within their work area. May also be recognized as an influential leader.
- **Leadership & Supervision of Others:** Generally manages processes and activities of functional area or team, may or may not provide reporting supervision to members of the team. May provide mentorship on area of expertise.
- **Innovation & Quality Improvement:** Leads improvement in program area and may develop innovative programs in area of expertise to improve health center and/or OPCA value.

Builds and maintains partnerships with CHC leaders, partners and other key stakeholders to support innovation and improvement.

- **Responsibility for Administrative Work:** Responsible for project management of individual work, including monitoring and responding to deadlines, scheduling internal and external meetings, preparing agendas and tracking action items to advance projects, distributing relevant communications, and managing personal administrative needs, such as travel planning and expense reimbursement reports. May seek administrative support for team and program needs from program specialists and coordinators, based on needs and priorities for the organization and availability of team resources.
- **Budgetary & Fiscal Responsibility:** Contributes to developing and managing program budgets in partnership with upper management. Responsible for following financial policies and procedures for any organizational expenditures, purchases or reimbursements.

9. Travel Required

- In-state travel may be required for this position. Must possess valid Oregon driver license and provide proof of insurance and annual Motor Vehicle Record if using own vehicle, or if renting, must be insurable. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.

10. Work Environment

- OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.
- As a subject matter expert, employees are expected to partner as needed for communications & marketing needs to develop messages, objectives and/or communications tools to reach OPCA's members and other target audiences.
- Duties will generally be performed in the OPCA office.

11. Physical Demands

- The physical demands described here 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. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, be able to operate general office equipment, and lift and move up to 40 lbs. This individual is also required to stand, walk, and reach during events.

Statement of OPCA Practices: OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality. OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

General Statement: Oregon Primary Care Association (OPCA) is a private, 501(c)(3)-membership organization of Oregon’s “safety-net” primary care providers. Our mission is to lead the transformation of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers (CHCs) and Look-Alikes as well as Rural Health Clinics, Indian Health Centers, and community clinics with similar missions and governance.

REQUIRED SIGNATURES

I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee _____ Date _____

Supervisor _____ Date _____

****Changes must go through HR Manager for standardization and Finance & Operations Sr. Director for review.***