



Director of Operations

Job Description

The Director of Operations at NorCal Respiratory reports directly to the company President and is primarily responsible for planning, directing, coordinating, and managing staff and policies, as well as responsible for all tasks relating to DME business, including productivity, warehousing equipment and supplies, reimbursement, and high-quality customer service.

The ideal candidate for Director of Operations will have the following skills and expertise:

- Excellent leadership and organizational abilities.
- Superior knowledge of industry regulations and operational guidelines.
- In-depth knowledge of data analysis software.
- Proven knowledge of performance evaluation metrics in a business setting.
- Excellent interpersonal, written and oral communication skills.
- Outstanding negotiation skills.
- Demonstrated success innovating solutions to increase productivity and profitability.

Position Responsibilities:

- Define, implement, and revise operational policies and guidelines in order to maximize efficiency and productivity.
- Maintain all DME regulatory guidelines and standards.
- Working with the Company's management to create or refine job descriptions, hire competent personnel and oversee employee training programs.
- Working with the Company's management to implement staff evaluations.
- Demonstrate awareness of company's revenue margins through decisions and actions in order to maximize profits.
- Assist in developing strategies and implementation plans to improve and standardize all aspects of operations.
- Establish metrics for key areas of measurement within DME operations and hold teams accountable to achieve or exceed these goals.
- Establish a managerial climate that encourages teamwork and promotes collaboration among all team members.
- Maximize cash flow by managing the Billing and Reimbursement staff to meet or exceed reimbursement performance metric goals.
- Assists the Billing and Reimbursement staff on streamlining the tasks and turn-around time for all aspects of DME billing.
- Manage equipment purchasing, repairs, warehousing and compliance to equipment management protocols.
- Manage the facility's Sales Rep to meet and exceed new referral goals.
- Responsible for establishing and maintaining positive relationships with the physicians, staff, corporate staff, and all DME supplier representatives.
- Oversee and manage the facility building and operational equipment.
- Review workflow and processes to ensure billing and documentation requirements are met on a consistent basis.

- Manages the Equipment Techs and all aspects of DME inventory management, including but not limited to: supply ordering, receiving, stocking, payment of supplier invoices, reviewing and facilitating all requests for new product, reporting product abnormalities, ensuring staff are appropriately trained and scheduled to meet all patient needs.
- Managing and supporting the company's on-call staff.

Education and Training Requirements

- Typically, the successful candidate for this position holds a bachelor's degree in business administration, finance, management or a related field. A master's degree in business administration, finance, personnel management or a related field is highly valued. Professional certifications in personnel management, operations management, data analysis or supply chain management may be very useful.

Experience Requirements

- Typically, a candidate for this position should have 7-10 years' experience working in an operations role and five years' experience in a management or leadership capacity.

If you feel that these position attributes closely describe you and the job responsibilities sound like something in which you would excel, **please email your resume and compensation expectations.**