



JOB DESCRIPTION

Job Title:	Director of Operations	Department:	THA Solutions Group
Incumbent:		Reports to:	Senior Vice President
Employment Date:			
Exempt position			

A wholly-owned subsidiary of Tennessee Hospital Association (THA), THA Solutions Group's (THASG) primary focus is on driving value to Tennessee's hospitals by improving members' operational effectiveness and financial margin. THASG also supports THA members through programs and partnerships which deliver high value.

JOB SUMMARY:

The director of operations is responsible for managing business operations to improve operational systems, processes and policies in support of the THASG mission. This includes directing and overseeing the evaluation and implementation of all potential new vendors and business processes as well as management of assigned THASG relationships including contract management, strategic development and financial management.

ESSENTIAL FUNCTIONS OF THE JOB: (listed in order of importance) List your principal accountabilities; identify what you do, what end results you are accountable for, and how you measure your success.

1. The ability to adapt to a changing work environment and meet challenges presented throughout the day
2. Business Development
 - a. Process Management
 - i. Coordinates and directs THASG's daily operations with respect to annual objectives
 - ii. Researches and developments new THASG processes
 - iii. Implements and manages new business processes
 - iv. Monitors and manages the performance of current THASG business processes
 - v. Manages the effectiveness and quality of THASG operations to enhance customer and vendor satisfaction

b. Project Management

- i. Executes and manages project activities and schedules according to THASG annual business goals
 1. Evaluates and develops new business opportunities
 2. Implements and manages new projects to bring about the timely consideration and decision regarding business opportunities
- ii. As assigned, evaluates vendors and programs to determine opportunities for expansion or improvement
 1. In conjunction with the Manager of Marketing, evaluates the appropriateness of expanding existing business opportunities, including communication with members, staff, or state associations, market analysis of the proposed opportunity and the value potential that it offers
 2. Implements approved improvements and expansions
 3. Directs the development process regarding how a project proceeds

c. Vendor Approval Process

- i. General oversight of the overall review, negotiation, and approval process
- ii. Directs and leads the value matrix execution and evaluation
- iii. Directs the due diligence reviews of all vendor applicants
- iv. Ensures the collection and understanding of all data and information necessary to make an informed decision
- v. Determines the suitability of vendors and the type of vendor relationship to be considered
- vi. Negotiates with vendors to maximize THASG and member value
- vii. Responsible for the timely presentation to management and board of all vendors selected for Strategic Partner status
- viii. Assists the Manager of Marketing with Recommended Solutions approval process and assures adherence to established procedures for vendor approval

3. Vendor Management

- a. Builds and manages relationships with vendors and continuously measures customer and vendor satisfaction
- b. Develops annual goals and initiatives with each Solutions Group vendor and oversees and directs the implementation of annual initiatives as mutually agreed
- c. Assures vendors' contractual performance by monitoring and reviewing financial and operational objectives—oversees contractual relations to ensure vendors meet or exceed obligations
- d. Works with THASG vendors regarding THA sponsorships and meeting attendance
- e. Works with Manager of Marketing to assure that all marketing and promotion endeavors are in sync with vendor goals and initiatives
- f. Addresses minor disputes and contractual management

4. Revenue Management

- a. Manages THASG revenue from vendors and all other THASG operations
 - i. Communicates with vendors regarding revenues owed
 - ii. Coordinates and assists accounting regarding invoicing
 - iii. Ensures complete understanding of revenue owed
 - iv. Tracks accounts receivables and maintains database of receipts
 - v. Audits THASG revenue
- b. Develops and provides reports of revenues by vendor and by member
- c. Assists in the preparation of THASG financial reports for board meetings

5. THASG Budget
 - a. Coordinates with accounting to develop THASG annual budget
 - i. Works with Senior VP of THASG and THA CFO to develop annual budget
 - ii. Prepares and submits revenue projections for approval for the budget
6. Member Relations
 - a. Develops and maintains relationships with appropriate members and includes hospital visits as appropriate
 - b. Collaborates with and manages designated affiliate groups
 - c. Interfaces with members in support of THA and THASG objectives
 - d. Assists with member and vendor coordination to assure optimization of value
7. Customer Relationship Management (CRM) System
 - a. General oversight and management of the CRM tool for THASG purposes
 - b. Interfaces and make decisions with THA staff regarding the CRM system's workflow
 - c. Ensures that the CRM supports THASG's operating needs
 - d. Implements new opportunities to standardize THASG operations
 - e. Maintains and manages THASG data, including business developments, contractual information, opportunities and revenue
 - f. Assists Manager of Marketing with opportunity and task management
8. Participates in THASG strategic planning process to develop mission, vision, strategic goals, measures of success, key actions, performance targets and work plans.
9. Participates in initiatives in the department and organization that contribute to long-term operational excellence.
10. Must be available in the office during regular office hours unless job responsibilities require otherwise.
11. Must be available for out of town travel approximately 20 percent of the time, including overnight, be able to drive an automobile and maintain a valid driver's license.

MARGINAL JOB FUNCTIONS:

1. Assists, as requested, in THA Annual Meeting and Small and Rural Conference
2. Assists THASG Executive Assistant, Manager of Marketing, VP of Business Development and Senior VP as requested
3. Completes other duties as assigned

SKILLS REQUIRED TO PERFORM THE DUTIES OF THE JOB:

1. Strong interpersonal abilities
2. The ability to carry out multiple projects concurrently
3. Must be highly skilled and experienced in Microsoft computer programs, including Word, Access and Excel and in the Contract Relationship Management (CRM) tool
4. Exceptional organization and management skills
5. The ability to determine appropriate markets to enter that will provide the greatest value for member hospitals and THA. Vendor selection must reflect "ahead of the curve" thinking to satisfy "value" demands.
6. Must be able to communicate effectively before groups and with individuals
7. Negotiation skills in order to achieve optimum contract agreements/pricing

8. General business skills to include finance, accounting, management and marketing

EDUCATIONAL AND EXPERIENCE REQUIREMENTS NEEDED TO PERFORM THE DUTIES OF THE JOB:

1. Bachelor's degree required
2. One year of experience in a position utilizing project management experience is preferred

LICENSING OR OTHER SPECIAL CERTIFICATIONS REQUIRED:

None

DIMENSIONS:

Dollar value: \$1 million-\$2 million

Volume:

Number of people supervised (direct reports): 0

ORGANIZATIONAL STRUCTURE: (Positions reporting directly to you, if any, and their areas of responsibility)

None

GUIDANCE & DIRECTION: (Policies, precedents or procedures that guide your work)

1. *THA Employee Handbook*
2. THASG Senior VP and VP of Business Development provide direction as needed
3. THASG strategic plan delineates departmental goals

PHYSICAL REQUIREMENTS TO PERFORM THE DUTIES OF THE JOB:

1. Lifting: Up to 20 lbs. Explanation: Meeting materials
 2. Carrying: Up to 20 lbs. Meeting materials
 3. Pushing/Pulling: Cart w/up to 20 lbs. Meeting materials
 4. Use of Equipment: (Machines, tools): Telephone, writing utensil, computer, printer, fax and copier
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	<i>Continuously</i>	<i>Frequently</i>	<i>Occasionally</i>	<i>Not at All</i>	<i>Explanation</i>
5. Sitting	x				
6. Standing		x			
7. Walking		x			
8. Bending			x		
9. Stooping			x		
10. Crawling				x	
11. Climbing				x	
12. Reaching Above Head			x		
13. Grasping a. One hand b. Both hands		x x			Computer mouse, phone, writing utensil and driving
14. Fine Manipulating: a. One hand b. Both hands		x x			Typing

A. ENVIRONMENTAL REQUIREMENTS:

	<i>Continuously</i>	<i>Frequently</i>	<i>Occasionally</i>	<i>Not at All</i>	<i>Explanation</i>
1. Exposed to marked changes in temperature				x	
2. Outside work				x	
3. Exposure to dust, fumes, odors, water, etc.				x	
4. Exposure to biological, mechanical, electrical and/or chemical hazards				x	
5. Normal (inside) environment	x				

B. SENSORY REQUIREMENTS:

	<i>Necessary</i>	<i>Not Necessary</i>	<i>Explanation</i>
1. Eyesight a. Normal/Corrected b. Close eye work c. Other	x	x	Must be able to read printed information and information on computer screen and be able to drive
2. Hearing a) Normal tones b) Soft tones c) Other	x	x	Must be able to communicate with others in person and via phone
3. Speaking	x		Must be able to communicate with others in person and via phone
4. Distinguish Smells		x	
5. Distinguish Temperatures by: a. Touch b. Proximity		x x	

THIS COMPANY RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE COMPANY DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. *THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT-WILL."* THE AFOREMENTIONED JOB REQUIREMENTS ARE SUBJECT TO CHANGE TO REASONABLY ACCOMMODATE QUALIFIED DISABLED INDIVIDUALS.