

**CENTRAL MONTANA MEDICAL CENTER  
MANAGEMENT POSITION DESCRIPTION**

Position Title	Director of Operations	Grade	
----------------	------------------------	-------	--

Department	Administration	Exempt	<b>X</b>
Immediate Supervisor	CEO		
Supervisor next in line	Administrative Board	Workweek	40

**POSITION SUMMARY**

The Director of Operations is responsible for administering the managerial functions of setting objectives, planning, staffing, and directing activities of assigned departments/areas of responsibility. Uses communication, problem solving, and change management skills to promote inter and intra departmental relations. Provides the necessary leadership, management, and oversight to effect the delivery of contemporary, cost-conscious, and professional healthcare services to the patients of Central Montana Medical Center.

**Minimum Education, Experience, Licensure, Certification required:**

1. Bachelor's Degree in a healthcare related field or applicable degree with relevant professional healthcare experience.
2. Master's degree in applicable healthcare field or business field is preferred.
3. Must have at least three to five years experience in Healthcare Management or Administration with demonstrated progressive, competent, and professional abilities and leadership.
4. Demonstrated competency in fiscal and budgetary design and planning, productivity systems, interpersonal skills, and clinical frameworks.
5. Demonstrates through professional growth and achievement a commitment to Personal, clinical and managerial learning.

**ESSENTIAL FUNCTIONS/DUTIES:**

(Must be able to perform with or without accommodation)

- 1 Supports and demonstrates Central Montana Medical Center's Vision, Mission and Values Statements.
- 2 Responsible for overall operation of the Assigned Departments.
- 3 Ensure quality and financial service measures for areas of responsibility are met or exceeded.
- 4 Completes employee evaluations on time, offers guidance for professional growth when/where appropriate.
- 5 Develops and demonstrates effective communication tools to disseminate information and to interact with department's and organization's staff.
- 6 Participates in meetings and events as required or requested.
- 7 Completes required reports in a timely manner.
- 8 Selects trains/orients and assigns department staff (either directly or through subordinate supervisor). Develops standards of performance, evaluates performance, and initiates or makes recommendations for personnel actions.
- 9 Develops department goals and objectives, and establishes and implements policies and procedures for department operation.
- 10 Develops and recommends departmental budgets and ensures that department operates within budget.
- 11 Directs the preparation and maintenance of department reports. Prepares periodic reports for top management as required.
- 12 Consults with and advises CEO of problems related to the operation of CMMC/departments of responsibility; recommends changes in administrative policies to carry out CMMC objectives more effectively.
- 15 Provides and maintains effective communication with medical staff, the community, and all levels of supervisors and staff.
- 16 Ensures the departments/areas comply with regulatory requirements.
- 17 Maintains professional growth and development through seminars, workshops, and professional affiliations to keep abreast of latest trends in field of expertise.

**CENTRAL MONTANA MEDICAL CENTER  
MANAGEMENT POSITION DESCRIPTION**

Position Title	Director of Operations	Grade	
----------------	------------------------	-------	--

18 Responsible for monitoring status of staff evaluations for each area of responsibility.

19 Performs other duties as assigned.

**Knowledge, Skills, Abilities:**

**SUPERVISORY-EMPLOYEE MANAGEMENT PRACTICES**

1. Interviews, hires, counsels, disciplines, evaluates, and fires employees in conjunction with departmental leaders, Human Resources, and in compliance with organizational and Governmental practices or policies.
2. Writes and redesigns job analysis to meet the needs of the organizational vision and mission statements.
3. Administers performance evaluations on direct reports, assists management as needed to evaluate and review staff.

**PUBLIC RELATIONS/COMMUNITY HEALTH ASSESSMENT**

1. Able to publicly address issues in health care and educate community members when needed.
2. Instrumental in designing health and safety outreach projects within community to improve health and promote CMMC's role.

**LEGISLATIVE AND REGULATORY**

1. Knowledge and understanding of federal and state regulatory statutes regarding patient care and reimbursement.
2. Ability to translate current evidence based concepts in care into meaningful and instructive policy / procedure.

**EDUCATIONAL**

1. Ability to inform administrative, medical, and community interests about CMMC scope of practice and professional contribution.
2. Advocates for direct reports and assigned departments within the organization.
3. Able to design, implement and interpret Performance Improvement projects with assigned departments.

**OCCUPATIONAL EXPOSURE for this position:**

<b>X</b>	<b>Category I</b>	Direct contact with blood or other bodily fluid to which universal precautions apply
	<b>Category II</b>	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
	<b>Category III</b>	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

**OTHER EXPOSURE for this position:**

<b>X</b>	<b>Radiation</b>	
<b>X</b>	<b>Noise</b>	
<b>X</b>	<b>Other (Specify)</b>	Electrical/defibrillator

**PHYSICAL DEMANDS:**

(Essential functions strength rating for position - see Job Analysis)

	<b>Sedentary</b>	Exert up to 10# occasionally or negligible force frequently
<b>X</b>	<b>Light</b>	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	<b>Medium</b>	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	<b>Heavy</b>	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	<b>Very Heavy</b>	Exert > 100# occasionally, > 50# frequently or > 20# constantly

CENTRAL MONTANA MEDICAL CENTER  
**MANAGEMENT POSITION DESCRIPTION**

Position Title	Director of Operations	Grade	
----------------	------------------------	-------	--

**I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.**

Employee's Signature	Supervisor's Signature	Date