

WEST MONT JOB DESCRIPTION

JOB TITLE: Vice President of Operations

HOURS/WEEK: 40 hr per week

DEPARTMENT: Operations

IMMEDIATE SUPERVISOR: President/CEO

WORK SCHEDULE (HOURS): 8:00 – 4:30 Monday-Friday or as needed to complete task(s)

FLSA: Exempt

Revised date: 5/29/2020

JOB SUMMARY:

The Vice President of Operations will plan, direct, coordinate, and oversee operations activities in the organization, ensuring development and implementation of efficient operations and cost-effective systems to meet current and future needs of the organization. Represents West Mont throughout the Helena community at agency functions and public speaking engagements, along with routinely networking with related agencies, consumers, family members, and others. A passion for success and a proven record of successful strategic planning and implementation is required.

REPORTING RELATIONSHIP:

The Vice President of Operations is directly responsible to the President/CEO and will have a close working relationship with all West Mont staff.

MAJOR DUTIES AND RESPONSIBILITIES INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:

- a. Exemplify the West Mont Mission, Vision and Core Values, and drive them throughout the company.
- b. In combination with CEO/President, understand key performance indicators and use real-time data to make strategic and operational business decisions and plans. Do this with the support and buy-in of your leadership team.
- c. Monitor performance to proactively identify efficiency issues and ensure the implementations of solutions.
- d. As a part of the executive team, build a culture of teamwork, accountability, work ethic and communication without micromanagement.
- e. Ensure leadership and other meetings are valuable, effective and result in action items that are effectively implemented.
- f. Participates in local, state, or national organizations to enhance the needs of the organization including, but not limited to waiver requirements; CMS regulations; DDP regulations and legislative action.
- g. Work closely with the CEO/President and VP of Finance (Executive Team) to ensure the company's vision, strategies and goals are aligned and supported.
- h. Establishes, communicates, and implements operations-related policies, practices, standards, and security measures to ensure effective and consistent support and execution.
- i. Maintains knowledge of emerging technologies and trends in operations management.
- j. Provide coaching, counseling, and direction to direct reports to ensure continued professional growth and development
- k. Participate in hiring and training of new team members
- l. Oversee all team operations, ensuring projects are completed on time and on budget
- m. Set clear goals and objectives for management team

REQUIRED QUALIFICATIONS:

- *Bachelor's Degree or equivalent experience in Business Management or Public Administration.*
- *Minimum of 5 years' supervisory experience in operations or related field*
- *Multi-team management experience*
- *Possess a valid driver's license and be insurable*

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- *Proven track record as a team leader with an understanding of management practices*
- *Demonstrated project and budget management skills*
- *Strong business acumen with a broad understanding of fundamental business practices*
- *Analytical problem-solving skills with an impeccable attention to detail*
- *Ability to set overall strategy and drive process improvement*
- *Excellent oral and written communication skills*
- *Strong interpersonal skills with ability to collaborate and build a consensus in a high-pressure environment*

WORK ENVIRONMENT AND PHYSICAL EFFORT:

- *The noise level in the work environment is usually moderate.*
- *No or very limited physical effort required.*
- *No or very limited exposure to physical risk.*
- *May be subjected to frequent interruptions.*
- *May be subjected to hostile and emotionally upset clients and personnel.*
- *No or very limited physical effort required.*
- *No or very limited exposure to physical risk.*

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of this position and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

I have read this job description and fully understand the requirements. I hereby accept the position of VP of Operations and agree to abide by the requirement(s) set forth and will perform all duties and responsibilities to the best of my ability.

Signature of VP of Operations

Date

Signature of Supervisor

Date