

CLIENT OVERVIEW

The client is a national home health provider for senior services.

POSITION SUMMARY

The Director of Operations is responsible for successfully directing and coordinating all activities in the franchise for growth and development of the business.

ESSENTIAL DUTIES

- Reflect the core values of organization
- Develop and manage the annual franchise operational plan and budget
- Achieve the annual operational plan's revenues, gross profit, profitability and other operational goals by the stated milestones. Provide leadership and management of all departments such as finance, staffing, human resources, client services and sales which affect operational efficiency and achievement of the operational goals
- Manage outcomes of all department activities and direct changes that will drive achievement of operational goals.
- Develop and maintain positive and professional relationships with referral sources in the community
- Adhere to all company policies, procedures and business ethics codes and ensure that they are implemented and communicated to all employees
- Maintain and establish strong relationships with neighboring franchise owners
- Perform any and all other functions and responsibilities deemed necessary for the successful operation of a franchise office
- This position will be responsible for overseeing all of the functions performed by the office staff. Responsibilities include interviewing, hiring and training employees, planning, assigning and directing work; appraising performance, coaching employee's performance; addressing complaints and resolving problems.
- Develop and manage all critical numbers of the business and report each to the franchise owner
- Develop and implement quarterly accountability meetings with each key player focusing on their growth and development

- REQUIREMENTS**
- College degree or equivalent work experience
 - Four to ten years of related business experience or an equivalent combination of education and work experience may be considered
 - Excellent oral and written communication skills and effectively listens
 - Works independently, maintains confidentiality of information and meets deadlines
 - Demonstrates effective interpersonal skills is essential as well as sound judgment and good decision-making
 - Demonstrates discretion, integrity and fair-mindedness consistent with company standards, practices, policies and procedures
 - Is organized and can prioritize daily, monthly, quarterly and yearly work
 - Establishes good working relationships with office colleagues, the franchise owner, clients and the community
 - Presents a professional appearance and demeanor
 - Able to operate office equipment
 - Strong computer skills and proficient in Word and Excel
 - Flexible schedule and is able evenings or weekends, as required
 - Knowledge of the senior-care industry
 - Ability to sit at a desk and listen effectively for long periods of time on the telephone with patience and a congenial manner
 - Performs duties in a professional office setting
 - Able to recruit "A" players