

Director of Business Operations

The Director of Business Operations is the leading officer of MyHealth behind the CEO. The Director of Business Operations reports to the CEO and, on specific issues, to the Board of Directors, and is responsible for the organization's consistent achievement of its mission and financial objectives.

1. Assure that the organization has a long-range strategy which achieves its mission, and makes consistent and timely progress.
2. Provide leadership in developing programs, organizational and financial plans with the CEO and Board of Directors and staff, and carry out plans and policies authorized by the board.
3. Maintain official records and documents, and ensure compliance with federal, state and local regulations.
4. Maintain a working knowledge of significant developments and trends in healthcare and the Health Information Exchange field.

In communications, the Director of Business Operations will:

1. See that the CEO and the Board is kept fully informed on the condition of the organization and all important factors influencing it.
2. Publicize the activities of the organization, its programs and goals.
3. Establish sound working relationships and cooperative arrangements with community groups and organizations.
4. Establish effective means of communication with participating organizations and other critical stakeholders in the MyHealth organization.
5. Represent the programs and point of view of the organization to agencies, organizations, and the general public.

In relations with staff, the Director of Business Operations will manage the administration of human resource policies, procedures, and programs for non-profit and subsidiaries:

1. Be responsible for the recruitment, employment, and release of all personnel.
2. Ensure that sound human resource practices are in place.
3. Along with the CEO, lead an effective management team and ensure with appropriate provision for succession.
4. Encourage staff development and education, and assist program staff in relating their specialized work to the overall program of the organization.

5. Maintain a climate which attracts, keeps, and motivates a diverse staff of top quality people.
6. Oversee compensation-related functions including payroll, health insurance, 403(b) retirement plan, life insurance, disability insurance, FICA and workers' compensation
7. Lead policy development and documentation
8. Ensure compliance with regulatory issues and reporting in conjunction with MyHealth's Privacy & Security Officer, who also reports to the CEO.

In budget and finance, the Director of Business Operations will:

1. Be responsible for developing and maintaining sound financial practices.
2. Work with the CEO, staff, contractors, MyHealth's Finance Committee, and the board to provide budgeting, forecasting, financial analysis, cash flow management, and ensure that the organization operates within budget guidelines.
3. Perform all financial reporting to the CEO, department and program managers, Boards of Trustees, grantors, and other constituencies
4. Manage accounting system, banking relationships and financial activities
5. Manage long-term reserve and operating investments, including identifying opportunities for increased interest income
6. Ensure that adequate funds are available to permit the organization to carry out its work.
7. Jointly, along with the CEO and officers of the board of directors, conduct official correspondence of the organization, and jointly, with designated officers, execute legal documents.
8. Manage organizational risk including maintenance of D&O insurance, property insurance, cyber-liability insurance and other coverages and policies as may be needed by an organization of MyHealth's nature.
9. Lead special projects as needed (e.g. Solutions coordination)

In management of outside contractors, the Director of Business Operations will:

1. Act as liaison to building management.
2. Serve as liaison with outside contractors, including but not limited to Verinovum.
3. Assist in servicing customers and clients.

Skills, Knowledge and Ability:

- Demonstrated commitment to values of integrity, customer service, innovation, and collaboration/teamwork required

- Minimum of 5–7 years of experience in business development and/or finance management and operations required with preferred experience in federal and private grant and non-profit accounting
- College degree in business administration or finance or accounting required and CPA strongly preferred
- 5+ years management experience in a health care, software, or service delivery organization, either for-profit or non-profit, is preferred
- Experience with QuickBooks™ software strongly preferred
- Strong Excel spreadsheet skills required and competence with Microsoft Office™ applications such as Word, PowerPoint, and Adobe Acrobat preferred
- Ability to work on multiple projects and issues simultaneously to achieve goals required
- Excellent oral and written communication skills required
- Ability to successfully work independently and in groups required
- Excellent oral and written communication skills, and the personality/demeanor to work with a variety of individuals and groups in different roles (e.g., member service, member recruiting, fund-raising, vendor, buyer, community resource, etc.) preferred

Physical Activities Associated with Position:

- Type/use a computer for extended periods of time
- Perform office work
- Attend and participate in meetings
- Communicate by phone, webinar, video conferencing
- Travel by car for meetings within driving distance and by plane for out-of-town meetings
- Lift and move light-weight items such as notebooks, boxes of papers, etc