

QUALITY CARE PARTNERS JOB DESCRIPTION

JOB TITLE: Chief Operating Officer (Exempt)

POSITION SUMMARY:

Reporting to the Chief Executive Officer (CEO), The Chief Operating Officer (COO) will have overall strategic and operational responsibility for all QCP programs and will manage a group of Service Line Directors. As the COO, s/he will provide leadership to execute the CEO and Board's strategic vision. This will be accomplished through managing daily operations, aligning company's goals, managing relationships, monitoring performance, improving processes and reducing overall costs. The COO will: provide coordination for the QCP management team; serve as liaison to QCP's partners; and work with QCP's Board of Directors to keep them abreast of programmatic strategies and operational challenges.

The COO will partner with the CEO and CFO to develop, implement, and manage the operational aspects of the annual budget.

RESPONSIBILITIES:

Program Operational Leadership:

- Provide effective and inspiring leadership by being actively involved in programs and services, developing a broad and deep knowledge of all services offered.
- Identify opportunities for QCP to leverage cross-program strengths to take advantage of new opportunities and/or to address organizational challenges.
- Identify training programs to expand the capacity of staff.
- Prepare and submit an annual operational budget, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Lead a high-performance culture through continuous improvement, quality and learning.
- Monitor performance indicators and ensures targets of the company are met through creation and monitoring of performance indicators, driving performance improvement and driving measurable results in areas such as cost reduction, operational excellence and revenue growth.
- Lead QCP's team in accreditation for all health management services delivered

Managing Daily Operations:

- Manages operations of the company on a daily basis. Review the current business efficiency and plan changes.
- Develop and implement strategies and policies and communicate them to employees.
- Deliver measurable results and drive performance improvement in areas like revenue growth, cost reduction and operational excellences.
- Collaborate with CEO And CFO in executing strategic plans of the company.

- Oversee resource management, sales and marketing, and research and development.

External Relationship Development:

- Develop interdependent, key relationships that include the Board of Directors, CEO, CFO, Directors, employees, suppliers, customers, and also other stakeholders to drive corporate success.
- Publicly represent QCP with the media and external constituency groups including community, governmental, and private organizations and build excitement for QCP's mission.

Strategic Plan Implementation:

- Provide programmatic leadership and input for all strategic plan implementation processes
Coach program directors as they implement the strategic plan and transition program operations.
- Develop and implement a system for tracking and reporting on the progress of the strategic plan implementation.
- Provide leadership in Information System management, selection and strategies to move the organization forward

REQUIRED QUALIFICATIONS:

This is an extraordinary opportunity for an individual with extensive program management experience to grow and further develop a proven program that has already made significant impact. The successful candidate will partner with the CEO and work collaboratively with a high-performance management team.

Specific requirements include:

- Minimum of a bachelor's degree in a business field required, Masters in Business or healthcare Administration preferred.
- Licensed in Health Insurance by Ohio department of Insurance
- Organized administrator with strong leadership capabilities required to monitor details of complex administrative projects while also focusing on "big picture" issues like long-term strategic planning.
- Effective communication and strategic relationship management are key to ensuring support for organizational initiatives.
- Deep knowledge in healthcare benefit administration /management.
- Analytic and decisive decision maker with the ability to prioritize and communicate to staff key objectives and tactics necessary to achieve organizational goals.
- Marketing and Sales experience with the ability to engage a wide range of stakeholders and cultures.

- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent public speaking skills.
- Action-oriented, entrepreneurial, flexible, and innovative approach to operational management.
- Passion, humility, integrity, positive attitude, mission-driven, and self-directed.

DEMONSTRATE QCP VALUES:

The values of Quality Care Partners are demonstrated on a daily basis and reflected through job duties and responsibilities as evidenced by:

- **Caring:** Seek to listen, understand and respond to our customers' needs with care; Communicate with co-workers and customers with positivity and empathy; Be good stewards of QCP resources.
- **Excellence:** Strive to exceed, not just meet expectations; Always deliver services with accuracy and efficiency; Recognize and utilize your strengths and the strengths of others.
- **Improvement:** Bring new ideas to create positive change and solutions; Be open to the ideas and suggestions of others; Be an advocate to continuously improve QCP.
- **Accountability:** Take ownership for your daily decisions; Stay focused on your job and eliminate distractions while at work; Demonstrate QCP values in everything you do.

PHYSICAL DEMANDS AND WORK CONDITIONS:

1. The typical demands and conditions of an executive position.
2. The willingness to travel to educational programs as well as the CEO to promote and sell the QCP products.
3. Unrestricted Ohio Drivers License

EEO STATEMENT:

Quality Care Partners is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics.

REPORTING RELATIONSHIPS:

Position Reports to: Chief Executive Officer

Direct Reports: Director of Network Development, Marketing and Sales Team,
Account/Customer Service Reps