

**Summary:** The Associate Director is responsible for ensuring excellent patient care through effective leadership and management techniques. The Associate Director will effectively own the business and lead a team of administrative and clinical staff while upholding the company's mission, policies and procedures. This will be achieved by performing the following duties.

**Essential Responsibilities** include the following. Other duties may be assigned.

- Hands-on engagement in understanding and applying Lean
- Maintains an unrelenting focus on improvement and providing customer value
- Makes learning and practicing of Lean principals a daily priority
- Drive business results and increase patient satisfaction through active performance management of staff to ensure consistent achievement of patient care and operational goals based on key performance indicators and metrics.
- Effectively manages employee performance by consistently providing constructive feedback, taking a collaborative approach to employee development, and administering necessary training including evaluations and performance improvement plans. Hold team accountable and ensure the company's policies, procedures, and performance standards are met.
- Communicate, implement, and reinforce organizational goals, policies, values, initiatives, and workflow in a way that ensures the team understands their contribution and accountability to the success of the organization
- Manage and analyze daily/weekly/monthly operational statistics related to patient volume, modality volume, front desk productivity, TOS/Billing accuracy.
- Identify methods to continuously improve internal processes and increase patient satisfaction efficiently with employee engagement.
- Take an active part in listening to the voice of the customer by periodically making waiting room rounds.
- Identify and maintain physical appearance of facility and to ensure quality appearance.
- Ensuring all staff on site is compliant with company policies, procedures, state, and federal regulations.
- Manage labor audits and review staff scheduling to maximize efficiency.
- Manage budget at assigned centers through the effective management of volumes, inventory, and labor hours.

**Qualifications:**

- Bachelors degree from a four year college or university. Masters degree (MA, MBA.) or equivalent preferred.
- 10 years' minimum management experience (healthcare industry preferred)