



Awesomeness. Joy. Community.

We are looking for a professional, friendly, well-organized, multi-tasker able to positively motivate our team and promote our culture of awesomeness, joy, and community. Under limited supervision, the Executive Director of Operations is a full-time salary position accountable for the successful operation of the orthodontic office as a business unit. This includes providing leadership, recruitment, and management of our team, maximizing the financial collections from our patient families and insurance companies, and ensuring our team compliance with federal, state, and intra-office guidelines.

Roles and Responsibilities of the Executive Director of Operations:

*Leadership:*

- Provide supervision, support, and accountability to team members to effectively perform their roles and responsibilities

*Human Resources:*

- Post job openings, review resumes, schedule and perform interviews, and provide training for new team members
- Organize and maintain all issues related to the office calendar, payroll, and time-off requests
- Evaluate the need and scheduling of office meetings, trainings, and performance reviews

*Financial:*

- Present financials to new and existing patient families, monitor and pursue patient family financial compliance, submitting insurance claims, and entering contracts into our orthodontic software

*Customer Service:*

- Answering phones with appropriate scripting when necessary

*Space, Equipment, and Inventory:*

- Maintenance and control of budgets for the majority of office expenses (marketing, supplies, and utilities)
- Evaluating the need and coordinating the schedule for office cleaning and equipment maintenance
- Ensuring all office opening and closure duties are completed daily

*Compliance and Legal*

- Organize and maintain compliance for state, federal, and Myser Orthodontics guidelines

Requirements:

- Exemplifies Our Culture of Awesomeness, Joy, and Community
- Previous Management Experience
- High Level of Organization
- Proficiency with Microsoft Word, Excel, and PowerPoint
- General Financial/Budgeting Knowledge
- Business-Related College Degree Strongly Desired