

**Premier Community HealthCare Group, Inc.**  
**Job Description**

**Job Title:** Chief Operations Officer  
**Department:** Administration  
**Reports To:** Chief Executive Officer (CEO)  
**FLSA Status:** Exempt  
**Prepared Date:** 10/2017                      **Revised:** 07/15/2020  
**Approved By:** Chief Executive Officer (CEO)

**SUMMARY:** Provides the leadership, management and vision necessary to ensure that Premier Community HealthCare Group, Inc (Premier) has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization and to ensure financial strength and operating efficiency. Responsible for administering the day-to-day operations of Premier.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** includes the following, other duties may be assigned

1. Organizational Process Improvement
  - a. Oversee and direct all internal operations at Premier sites.
  - b. Responsible for leading and managing all operational and administrative aspects of the organization.
  - c. Assists staff with the implementation of departmental goals, policies, procedures, and reporting tools through effective use of performance metrics and financial results.
  - d. Promotes a team approach to delivering high quality cost-efficient care where patient satisfaction and improved health outcomes are the primary goals.
  - e. Implements effective tools to improve operational efficiency and control loss.
  - f. Leads the performance management process that measures and evaluates progress against goals for the organization.
  - g. Utilizes the Quality Improvement/Quality Assurance (QI/QA) process to identify opportunities for patient flow and scheduling changes. Reviews such changes with CEO and appropriate department heads.
  - h. Analyze and recommend changes and/or improvements to organizational operations.
  - i. Provides timely, accurate and complete reports on the operating conditions of Premier.
  - j. Attend Board of Directors meeting.
2. Travel Expectation
  - a. Comply with Premier's motor vehicle safety program.
  - b. Use of own automobile for local travel.
  - c. Valid driver's license and automobile in good repair.
3. Ensure patient confidentiality and EMR security at all times.
  - a. Maintain patient information within HIPAA.
4. Keep other care team members informed when situations occur that disrupts timely patient flow through site.
5. Consistently participates in and actively adheres to patient care expectations to attain clinical goals set forth in the PCHG Health Care Plans and the Quality Improvement / Quality Assurance (QI/QA).

**SUPERVISORY RESPONSIBILITIES:** Directly supervises Director(s) of Operations, Office Managers, and Information Technology (IT) Director.

**GENERAL DEVELOPMENT:**

1. Strong work ethic, ability to maintain and model high personal, ethic and professional integrity, passion, innovation and collaboration to advance the mission of Premier.
2. Ability to generate excitement and energy around the Premier's, mission and activities.
3. Proven experience in successful project management and staff mentoring/management.
4. Demonstrated experience in training and working with all levels of staff.

**PROFESSIONAL KNOWLEDGE, SKILLS AND ABILITIES:**

1. Bachelor of Science in Public Health or related health care degree is required.
2. Graduate degree in Public Health, Health Care Administration or related field is preferred.
3. Minimum of eight (8) years of experience in health care, with a minimum of three (3) to five (5) years of recent supervisory experience with the health care industry is required.
4. Experience with Federally Qualified Health Centers is desired.
5. Computer skills in Micro-Soft Office Suite.

**COMMUNICATIONS SKILLS:**

1. Exceptional writing, interpersonal and organizational skills.
2. Collaborative skills to work effectively across all levels of the organization.
3. Ability to communicate effectively, verbally and in writing.
4. Excellent grammar, spelling and interpersonal skills.

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to lift 20 lbs. regularly and 30 lbs.-50 lbs. occasionally.
2. Ability to sit for long periods of time.
3. Direct exposure to computer screen.
4. May be exposed to contagious/infectious diseases.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) serving in this position. Employee(s) will be required to follow any other job-related instructions and to perform any job-related duties requested by any person authorized to give instructions or assignments.

I have received and read a copy of my job description and fully understand the requirements.

\_\_\_\_\_  
CARE TEAM MEMBER PRINT NAME

\_\_\_\_\_  
DEPARTMENT

\_\_\_\_\_  
CARE TEAM MEMBER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SUPERVISOR'S SIGNATURE

\_\_\_\_\_  
DATE