

Job Title:	Operations Business Associate	Job Category:	Non-Clinical
Department/Group:	Operations	Job Code:	
Location:	Arrowlytics	Travel Required:	Yes
Job Grade:		Position Type:	Full-Time
Reports To:	Sr. Director-Client Operations	FLSA Status:	Exempt
Fiscal Responsibility:	Yes	Supervisory Responsibility:	No
Effective Date:	5/1/2019	Revision Date:	N/A

POSITION OVERVIEW

Following a 12-16 week in-depth training program at one the nation’s leading orthopedic practices, the Operations Business Associate will begin working with Arrowlytic’s MSO and dashboard clients. Under the general supervision of the Senior Director – Client Operations, the Operations Business Associate is responsible for assisting in the implementation of processes for of new Managed Service Organization (MSO) clients in various national markets. This position will work with the rest of the Operations Team to provide analysis, recommendations, and implementation support during the full life cycle of the MSO project. The MSO projects begin with a due diligence phase where the historical data of a medical practice is analyzed to evaluate the practice’s current state and identify possible growth opportunities. Many practices will proceed into the second stage where further analysis is done to confirm initial findings and to begin to develop an implementation plan that will support the growth and process improvement opportunities that have been identified. In the final stage, clients commit to forming an MSO, and the Operations Team will provide operational support, recommendations, and implementation oversight during and after the creation of the MSO.

The Operations Associate will coordinate with the support services departments within Arrowlytics, our partners and vendors. Position will also be responsible for working with the staff of individual MSO practices to implement business plans designed by the senior operations team to facilitate growth and maximization of each unique center. This position is responsible for assisting the senior members of the operations team as they provide strategic planning, new service line development and new business development for Arrowlytics’s MSO client base.

The Operations Business Associate will also work closely with all clients using the Arrowlytics analytic platform but may not be a consulting client. This position may assist in pulling data for various assessments using the Key Performance Indicators to help support the senior operations team in informing and educating the client’s executive leadership.

JOB DESCRIPTION

ROLE AND RESPONSIBILITIES:

Leadership

- Collaborates with Arrowlytics’ business partners to help deliver MSO service support to mutual clients.
- Provides ongoing leadership and operational support to the Arrowlytics management personnel, and other support staff as directed.
- Provides support to the operation team in implementation planning and goal setting for various MSO clients.
- Maintains relationships with existing Arrowlytics dashboard clients and provides data as requested by the VP of Client Operations or other operations team members.
- Creates and maintains quality service focus through a team-oriented approach within Arrowlytics.

- Participates in professional development activities to keep current with health care trends and practices.
- Identifies operational obstacles and works with MSO clients to identify and implement solutions.

Governance/Administration

- With support from senior team members, the role will analyze both corporate and client based operational/organizational systems, policy and procedures, and processes, and implements changes according to accepted process improvement methodology.
- Assists with implementation as required.
- Understands, evaluates and documents administrative and clinical workflows in client practice locations.
- Attends and participates in relevant and required meetings/committees and communicates appropriate information to managers, partners, and appropriate staff.
- Contributes to the accomplishments of both corporate and client short and long-range strategic goals for operations, procedures and growth requirements.
- Attends relevant organizational meetings/committees and communicates appropriate information to Arrowlytics teams and business partners.
- Coordinates with the Operations Team, MSO clients, and partners to ensure organizational problems are identified and resolved.

Data Analysis

- Works with and interprets various sources of data from a medical practice including: practice management, electronic medical records, general ledger, budget, financials statements, patient satisfaction, patient reported clinical outcomes, market data, and benchmarking data.
- Uses data to prepare recommendations to senior team members and summarizes complex data into digestible presentations and executive summaries under the guidance of senior team members.

Staffing

- Works with the Operations Team to help determine appropriate staffing recommendations for MSO clients.
- Coordinates with Human Resources and department managers in the MSO, as needed.

Travel

- This position will be required to travel, as needed, to client sites and meetings with strategic partners.
- Estimated 50%-75%

QUALIFICATIONS AND EDUCATION REQUIREMENTS

EDUCATION REQUIRED:

- Bachelor’s Degree in Health, Business or Finance required or 3 years minimum comparable experience.
- Professional development courses in health care, human resource management, business administration and other related areas are a plus.

EXPERIENCE REQUIRED:

- Bachelor’s Degree in Health, Business or Finance required or
- 3 years minimum experience in healthcare practice operations
- Strong technical skills, and intermediate Microsoft Excel skills required.
- Experience in process improvement, Lean Six Sigma, CQI, TQM, etc. a plus.

PROFESSIONAL LICENSE OR CERTIFICATION REQUIREMENTS:

- Valid driver’s license for travel to meetings and client offices.

PREFERRED SKILLS:

- Ability to operate effectively and learn the complexity of a large organizational environment. Involve others appropriately in consultations and decisions.
- Ability to maintain a high degree of credibility, independence, integrity, confidentiality and trust.
- Capacity to use sound business judgment and be supportive of Arrowlytics' mission and objectives.
- Ability to command respect of clients and colleagues.
- Sufficient communication skills to present information to individuals at various levels of the organization.
- Capacity to develop partnerships, teamwork and good working relationships. Geared toward maintaining an open management style.
- Exhibits analytical skills and an understanding of operational processes and technology concepts.
- Maintains strong writing skills required to write and edit policies and procedures, issue memorandums and compile program reports.
- Demonstrates self-motivation, practical learning skills, enthusiasm and an ability to complete multiple tasks in a timely and accurate manner.
- Goal-oriented and flexible. Able to respond immediately to the organization and its employees.
- Strong orientation to deadline and detail.
- Able to manage and prioritize a diverse and demanding workload.
- Strong leadership and influencing skills.
- Skill in establishing and maintaining professional rapport with clients and colleagues. Ability to establish trust.
- Ability to work well within a cross-functional team.
- Willingness to learn general leadership theory and management techniques.
- Willingness to learn general management principles and theories.
- Willingness to learn fiscal management and human resource management techniques
- Skill in exercising a high degree of initiative, judgment, discretion and decision-making to achieve organizational objectives.
- Skill in organizing work, making assignments and achieving goals and objectives.
- Ability to assume responsibility and exercise authority when assigned work functions.
- Ability to establish and maintain effective working relationships with clients.
- Ability to work effectively with physicians, non-physician staff and the public.
- Ability to analyze and organize information and take part in problem-solving process.
- Ability to work with appropriate parties to make necessary decisions and initiate and implement procedures pertaining to designated areas of responsibility.
- Ability to carry out short and long-range strategic planning efforts as directed by senior team members.
- Skill in gathering, analyzing and evaluating data
- Ability to exercise initiative, problem solving, decision-making, to identify problems and recommend solutions
- Ability to implement priorities, standard operating procedures and coordinate work activities
- Ability to work effectively with patients, personnel and physicians

WORK CONDITIONS

- Category I Job usually involves contact with patients or patient specimens. Exposure to blood, body fluids, non-intact skin or tissue specimens, is possible.
- Category II Job may expose incumbent occasionally or in emergency situations to blood, body fluids, and non-intact skin or tissue specimens.
- Category III Job does not involve exposure to blood, body fluids, non-intact skin or tissue specimens. Incumbent does not perform or help in emergency medical care or first aid as part of job.

MENTAL & PHYSICAL DEMANDS – ADA GUIDELINES

PHYSICAL DEMANDS:

Stand	Frequently	Reach Above Shoulders	Frequently
Walk	Frequently	Climb	N/A
Sit	Constantly	Crawl	N/A
Handling/Fingering	Constantly	Squat or Kneel	Occasionally
Reaching Outward	Frequently	Bend	Occasionally

LIFTING REQUIREMENTS:

10 pounds or less	Occasionally	51 to 100 pounds	N/A
11 to 20 pounds	Occasionally	> than 100 pounds	N/A
21 to 50 pounds	N/A		

PUSHING & PULLING REQUIREMENTS:

12 pounds or less	Occasionally	41 to 100 pounds	N/A
13 to 25 pounds	N/A	> than 100 pounds	N/A
26 to 40 pounds	N/A		

DEFINITIONS:

C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs./day)
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day)
O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs./day)
N/A	Not Applicable	Activity is not applicable to this occupation

LIMITATIONS & DISCLAIMERS

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

Reviewed By:		Date:	
Approved By:		Date:	
Human Resources:		Date:	

EMPLOYEE ACKNOWLEDGEMENT

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

Employee Name:		Date of Hire:	
Employee Signature:		Date:	