



## **VP of Operations**

### **ReportingMD**

**JOB TITLE:** VP of Operations

**FLSA STATUS:** Salaried, Exempt

**REPORTS TO:** President

**SUPERVISION EXERCISED:** Account Management Team, Other

#### **GENERAL SUMMARY OF DUTIES:**

Duties will be primarily in support of clients, client training, project management and project coordination. Provide direct supervision and support for Account Managers and other teams. Support application/module development including, but not limited to: analysis, report design, supporting documentation, testing and validations for ReportingMD products in support of our clients. The VP of Operations will support large and medium sales and function independently to demo products and coordinate elements of the sales process with perspective clients.

#### **SUMMARY OF DUTIES RESPONSIBILITIES:** (This list may not include all of the duties assigned).

- Manage a team of highly skilled professionals to deliver exceptional operational performance and client support.
- Support clients with understanding program requirements and ReportingMD applications.
- Maintain master templates for reports in excel.
- Develop customer facing relationships.
- Document and collect functional specifications for analytical reporting with clients and internal tools.
- Modify and test XML files for data submission along with simple data migration and conversions from/to numerous and simple data sources
- Work on sales leads and support large client sales and implementations.
- Work with analytic and reporting staff in support of report design specifications, report data logic, documentation and report testing.
- Maintains professional and technical knowledge by attending educational workshops, courses, conferences and reviewing professional publications.
- Perform other job duties as assigned.
- Maintain compliance with all company policies and procedures.

#### **MINIMUM JOB REQUIREMENTS AND QUALIFICATIONS:**



4 year degree from accredited college or university; directly related to computer science technology and/or healthcare with an emphasis on healthcare technology, medical reporting and financial reporting (or exceptional hands-on experience).

Position requires a minimum of five years of healthcare experience.

Position requires a minimum five years of experience with managing staff.

Individual must be extremely organized, have the ability to multitask and prioritize, communicate well within all levels of the organization, and be proficient in the customer skills defined above, with an understanding of physician practice management systems and electronic medical record applications.

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external clients.
- Ability to manage and motivate a team of highly skilled individuals.
- Excellent computer proficiency (MS Office – Word, Excel and Outlook).
- Ability to be self-directed and take ownership of all responsibilities to completion.
- Strong presentation skills.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude.
- Outstanding interpersonal skills.
- Strong knowledge of Medical Information technology and healthcare industry.
- Ability to apply strong customer focus in support of healthcare applications.
- Ability to provide exceptional customer support in an efficient, scalable, and maintainable manner.
- Flexible, fast-paced, think-on-your feet mindset with a sharply focused analytical eye for detail, pragmatism and elegance.
- Knowledge of HIPPA requirements, including EDI, privacy and security regulations.

**TYPICAL PHYSICAL DEMANDS:** Requires prolonged sitting, some bending, stooping and stretching. Requires eye – hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports. Lifting of equipment not to exceed 20 pounds.

#### **WORKING CONDITIONS AND PHYSICAL EFFORT:**

- Work is normally performed in the office work environment, although some virtual work is permissible.
- Very limited physical effort required.



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