



**Client:** PedsOne

**Website:** [pedsone.com](http://pedsone.com)

**Position:** Chief Operations Officer (COO)

**Location:** Winooski, Vermont

PedsOne is a medical billing and consulting company, serving private practices in every region of the US from our central office in Winooski, Vermont. Unique among most other billing companies, PedsOne specializes in pediatrics and thus, we are strategically well positioned to successfully serve the needs of these independent clinical practices. A growing company with big benefits and deep values, we regularly achieve industry-leading results for our clients, treat our employees with respect and gratitude and play an active role in community service. Now in our 11th year of operations with consistent quarterly growth, we are recruiting professionals who can expand this success and shape our future.

### **Position Overview:**

The Chief Operations Officer is responsible for the oversight of PedsOne staff and day-to-day company operations; collaborates with senior staff to optimize processes and teams; works in concert with the CEO/Owner to develop and execute a strategic plan for continual company growth and improvement; initiates and completes special projects in concert with the strategic plan.

### **Essential Duties and Responsibilities:**

#### *Leadership & Communication*

- Ensures that operations reflect the mission, values, and strategic plan of PedsOne.
- Oversee operations and development of all departments - billing, consulting, and compliance. Conducts department analysis and reporting.
- Leads, grows, and collaborates with (as appropriate) a high functioning, team-oriented staff.
- Oversees staff performance; promotes a merit-based environment that recognizes, and rewards demonstrated achievement; collaborates with senior staff to optimize teams.
- Conducts regular meetings with appropriate staff to discuss current policy and operational issues and facilitates group problem solving.
- Advances and develops systems and protocols that adhere to industry best practices to drive continued quality improvement and outstanding performance.
- Effectively builds relationships with staff, clients, and vendors. Conducts and promotes timely, professional, direct, respectful, and effective communication among all constituents.
- Works closely with Public Relations and Social Media staff to develop and implement marketing and promotional materials and plans to achieve identified goals.
- In coordination with Director of Billing, responds to employee concerns and requests.
- Review client satisfaction surveys and executes response plans.
- Addresses high level client concerns, participates with billing staff in client billing analysis projects as necessary.
- Promotes positive, collaborative and effective relations with Physicians Computer Company (PCC).
- Provides input on and supports implementation of strategic plan.

### *Human Resources*

- Manages the recruiting of new staff (in collaboration with Recruitment Consultant), and placement and training of new staff (in collaboration with Director of Billing); responsible for performance evaluation of staff.
- Provides input on employee benefits.
- Collaborates with Director of Billing on client assignments.
- Oversees staff professional development, research education resources, collaborates with senior staff to identify needs.
- Initiates and works with Office Coordinator and Communications & Community Lead to implement employee retention programs.

### *Information Technology*

- Ensures proper operations of information management systems.
- Oversees the evaluation and implementation of new technologies.

### *Facility*

- Oversees the upkeep of the office in collaboration with Office Coordinator.
- Supports the Office Coordinator with the purchase, maintenance and upgrade of equipment.
- Initiates new ways to create an inspiring, productive, comfortable, pleasant work environment.

### *Financial*

- Supports financial decision-making through reporting and analysis.
- Reviews expenses with efforts towards cost containment. Makes recommendations on appropriate vendor changes.

### *Sales and Marketing*

- Coordinates the on-boarding of new clients with Director of Billing.
- Contributes to content and strategy of sales materials, marketing, PR, social media.
- Participates in (where appropriate) and mentors' staff on industry speaking engagements.

### **Qualifications, Education, and Experience:**

- BS or BA required, MHA, MBA, or MS in Health Administration beneficial.
- Excellent leadership, team building and communication skills; demonstrated ability to earn trust, inspire confidence and motivate a professional staff (department or company with roughly 50-150+ staff).
- Demonstrated abilities with strategic planning and project management.
- Expertise in the areas of business operations, quality and efficiency improvement initiatives, and staff optimization.
- Competent with Microsoft Suite and project management software.
- Knowledge of medical revenue cycle helpful.

*Gallagher, Flynn, & Company, LLP has been retained to conduct this search. Interested candidates may apply by sending a resume and cover letter to Dan Lyons, Managing Director, HR Consulting at [talentsolutions@gfc.com](mailto:talentsolutions@gfc.com) or call 802-556-1167. While we appreciate all interest in this opportunity, only candidates most closely aligned with our search will be contacted.*

***Disclaimer:*** *What is listed above is representative of the responsibilities of the position but are not meant to be an exhaustive list. Responsibilities may change during employment at the company's discretion. Gallagher, Flynn & Company, LLP and our client do not discriminate in employment based on race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, parental status, military service, or other non-merit factor.*