



WORKWELL JOB POSTING: #05022017
JOB TITLE: OPERATIONS MANAGER
REPORTS TO: COO

ABOUT WORKWELL:

Based in Duluth, MN, WorkWell is the leader in soft tissue illness treatment and prevention solutions. The WorkWell Wellness System is provided through our Physical and Occupational medicine providers. Providing Network coverage with over 10,000 therapists worldwide trained in our methodologies and servicing more than 3,000 employer sites nationwide.

CORE VALUES:

- Character
- Easy to do Business with
- Take Care of Customers
- Teamwork
- Constant Improvement

SUMMARY OF POSITION:

The Operations Manager reports to the COO and oversees the day-to-day service delivery of employer-client operations. Maintains customer satisfaction by providing problem-solving resources; managing staff. The Operations Manager is responsible for enhancing and streamlining operational processes, procedures and systems to meet customer needs and enhance the company's gross margin. The Operations Manager is also responsible for working closely with Sales and Account Managers to secure and implement new clients and expand services with existing clients.

DUTIES AND RESPONSIBILITIES:

1. Responsible for service delivery of employer programs
 - a. Design, develop, and implement customer experience programs
 - b. Evaluate and report on customer experience program metrics and outcomes.
 - c. Monitor and share customer insights and recommendations to drive customer experience program development
 - d. Manage and standardize customer experience programs across teams.
 - e. Achieves customer service objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change.
 - f. Accomplishes customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining



employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures. Communicate job expectations; planning, monitoring, appraising and reviewing job contributions

- g. Meets financial objectives by forecasting requirements, scheduling expenditures, analyzing variances, and initiating corrective actions
 - h. Oversees operations for customer contact center coordinating physical ability testing services for over 3000 employer locations
 - i. Identifies IT solutions to meet business objectives.
 - j. Ensure data is handled, transferred or processed according to legal and company guidelines
2. Account Management
- a. Manage relationships with key clients. Determines customer service requirements by maintaining contact with customers; visiting operational environments; benchmarking best practices; analyzing information and applications
 - b. Main point of contact for operational support. Is responsible for timely response and resolution for issues/updates
 - c. Identifies and facilitates growth opportunities including expansion and new services
 - d. Responsible to grow provider network to meet client needs. Leads provider recruitment initiatives. Completes contracting with providers and clinics
 - e. Responsible for compliance and project execution
3. Project Management
- a. Responsible for client implementation projects. Project manager for client implementations. Must gather business requirements regarding policies and procedures, system set up, and billing.
 - b. Manages functional job analysis projects, setting client expectations, managing timelines, and assuring accurate billing
 - c. Manages IT systems projects

SUPERVISORY RESPONSIBILITIES:

Management of operations and IT team

QUALIFICATIONS:

1. Bachelor's Degree in Business Administration, Accounting or related field
2. 5 to 10 years of management experience
3. Working knowledge of Microsoft Office suite (particularly Excel)
4. Refined ability to delegate responsibilities and provide leadership and training to key personnel
5. Advanced written and verbal communication skills



6. Possession of key competencies, including conflict management, business negotiation, organization and decision-making

SKILLS REQUIRED:

1. Strong organizational and project management skills
2. Effective teamwork skills
3. Customer service
4. Effective written and verbal communication skills.
5. High-level of attention to detail.
6. Leadership

Location: Duluth, MN

Benefit Eligible: Yes

Exemption Status: Exempt

Hours/Pay Period: Full-time

Schedule Details: Monday - Friday; Days

Compensation Detail: Salary - Education, experience, and tenure may be considered