



Kenora Medical Associates (KMA) is seeking to fill the following position with a highly motivated, highly organized professional to join our team.

Operations Manager (1 Full Time Permanent)

The Operations Manager will be responsible for managing the clinics day-to-day operations with a focus on efficiency and time management. The Operations Manager will be responsible for developing intra-office communication protocols, streamlining administrative procedures, office staff hiring, task delegation, and supervision and performance evaluation. Duties will include but are not limited to;

- Manage the day to day clinic operations
- Shares organizational vision with staff, maintains a healthy office culture that promotes positive interaction, good communication, an environment conducive to learning, and a team-based, high-performance approach.
- Manage staff levels, recruit, select, train, assign, schedule, coach, counsel and discipline employees
- Communicate job expectations; developing job descriptions, planning, monitoring, appraising and reviewing job contributions
- Support, schedule and/or provide coverage for all administrative duties
- Assist the Finance Manager in preparing the annual HR budget; review annual staff compensation actions, enforce policies and procedures, coordinate and schedule professional development opportunities for staff etc.
- Maintains any necessary records or files required by the supervisory relationships. This includes up to date employment files, job descriptions, time sheets, attendance records, correspondence and reviews
- Implement productivity, quality and customer-service standards; resolve problems; complete audits; identify trends
- Serve as primary point of contact when there are patient issues related to customer service, privacy breach etc. Communicate issues with the Executive and devise ways of improving the patient experience, including resolving problems and complaints
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations
- Plan and execute regular meetings with staff and physicians
- Liaise with Landlords in matters pertaining to the building; repairs, maintenance, cleaning etc.
- Represent the Kenora Medical Associates on various boards and committees

The successful applicant will have the following qualifications/experience:

- Office Administrative certificate or 5+ years' experience in an office administrative role
- Proven HR Management
- Intermediate to Advanced knowledge in Microsoft Office Suites (Word, Excel, PowerPoint, Outlook, Publisher)
- Excellent analytical and communication skills
- Attention to detail with high level of accuracy
- Proven Ability to prioritize jobs
- Proven Ability to maintain confidentiality
- Health and Safety Training
- Demonstrated commitment to personal development and growth.

Salary, benefits and vacation are negotiable depending on level of experience.

Deadline for applications is:
Friday, January 11th, 2019 at noon

Those interested in this exciting and challenging career with the ***Kenora Medical Associates*** are invited to forward a cover letter with a detailed resume including references by email to:

Email –managingassociate@kfht.ca

We thank all applicants for their interest. However, only those candidates being granted an interview will be contacted.