

# CHOICE

## Job description

**Title:** Operations Manager

**Reports to:** Chief Operations Officer

**FLSA status:** Salaried Exempt

**FTE status:** 1.0 FTE

**Hours:** 8 a.m. – 5 p.m., Monday through Friday

**Location:** Olympia, WA

**Salary:** \$90,000-\$100,000



## Who we are

[CHOICE](#) is a nonprofit organization dedicated to improving community health in central western Washington. To do this, we facilitate partnerships, collective planning, and collaboration with Tribal nations, local healthcare leaders, and community partners, and provide funding and support for regional health improvement programs and services.

At CHOICE, we value teamwork, integrity, accountability, preparedness, clear communication, innovation, and a healthy work environment. Our values guide our work and serve as the foundation for how we engage, partner, and support the communities across our region.

## The opportunity

Are you a seasoned problem-solver, a master of quality, and a strategic thinker with a passion for streamlining complex systems to achieve operational excellence? Then we invite you to apply for our newest position as Operations Manager, where you will be joining a dynamic and highly collaborative team that engages state, regional, and Tribal partners with the collective goal of improving health access and quality of care across our region.

In this role, you'll have the opportunity to support the success of our organization by working closely with your colleagues and the executive leadership team to help shape processes, optimize workflows, and inspire us all to achieve peak quality performance. You will also be accountable for the effectiveness and efficiency of contract management procedures, project management tools and resources, and document and filing systems.

## Major duties

### Operational excellence

- Develop, manage, and refine operational systems, processes, and policies to maximize efficacy and ensure alignment with our mission
- Provides leadership in implementing operational changes and works with executive team to ensure effective communication
- Coordinate continuous quality improvement projects with colleagues who provide subject matter expertise
- Manage facility operations, including planning and training staff to support workplace safety and disaster preparedness and recovery
- Ensure the seamless operation of all business machinery and technology infrastructure
- Cultivate vendor relationships, skillfully negotiate contracts, and manage vendor performance (including financial services, consultants, etc.)
- Master the entire contract lifecycle management (CLM) process, ensuring support for team members who are responsible for the effectiveness of our CLM tools and protocols
- Keep us on track with regulatory requirements by ensuring the timely filing reports
- Maintain and optimize workflow tools, including project management platforms
- Collaborate with Human Resources for planning and identify trainings, tools, and professional development opportunities to maximize the growth, learning, and expertise of all staff

- Contribute to our long-term organizational planning efforts, driving initiatives aimed at elevating operational excellence
- Participate in and/or help to lead team and executive meetings

## Document and information management

- Oversee team members who are responsible for our documentation system, ensuring it remains concise, well-organized, and is easily accessible
- Regularly review storage environments, documentation, and information management tools to eliminate inconsistencies, redundancies, and other potential sources of confusion
- Keep crucial information up-to-date and establish practices for archiving obsolete data
- Stay ahead of the curve by researching, recommending, and implementing cutting-edge tools for internal document storage and retention

## Organizational performance monitoring

- Support rigorous compliance monitoring, payment development, and timely reporting to funding entities
- Collaborate with leadership team members and staff on monitoring our organization's strategic and project-level workplans
- Develop and maintain comprehensive, data-driven organizational performance measurement systems, including dashboard reports when appropriate, etc.
- Establish a consistent reporting schedule to provide the leadership team and other program staff with frequent updates on the progress of key performance measures

## Team leader

- Provide leadership in nurturing and maintaining healthy organizational culture
- Supervise a small, but mighty team dedicated to supporting operational success
- Provide leadership, coaching, mentoring, and guidance to your team; direct, coordinate, and review employee activities, projects, and performance
- Create a welcoming, safe, respectful, and collaborative environment in which your team has opportunities to provide constructive feedback, ask tough questions, and feels empowered to own their work and do it well
- Clearly communicate about employee behavior and work expectations within the framework of our organization's culture, and strategic and program goals

## Qualifications

- **Education:** Bachelor's degree.
- **Preferred work experience:** Minimum of 3 years of operational management experience, and 2 years of supervision experience.
- **Computer skills:** Proficient in core productivity software, including Microsoft Office, with a proven ability to learn new applications.
- **Customer focus and business orientation:** Embrace the organization's mission, understand the big picture, navigate well in ambiguity, and flexibly adapt to shifting needs.
- **Supervision:** Supervise a high-performing team, ensure effective cooperation across teams, provide mentoring and support for career growth.
- **Dependability:** Demonstrate responsive and responsible behavior in a fast-paced setting.
- **Ethics and integrity:** Earn the trust, respect, and confidence of co-workers and partners through consistent honesty, forthrightness, and professionalism in all interactions; respect and maintain confidentiality.
- **Teamwork:** Work effectively, proactively, and collaboratively with program staff, stakeholders, and other state and regional partners.

- **Time management:** Plan and manage time effectively. Identify and handle competing workload priorities. Make effective decisions and take appropriate action within short timeframes and deadlines.
- **Oral and written communication:** Ability to write and convey messages clearly. Communication approaches are culturally and linguistically appropriate for targeted and diverse audiences. Models and creates a culture that values listening, curiosity, and candid conversation.
- **System development and implementation:** Proven ability and experience in designing and implementing operational systems.
- **Strong social-emotional skills:** Ability to navigate complex interpersonal dynamics, operate with tact, communicate effectively, and maintain strong working relationships.

## Benefits

### Salary range

\$90,000 - \$100,000

### Benefits

Paid time off (PTO) with excellent medical, dental, and vision benefits, including employer-funded HSA, and retirement plan with employer match.

### Equal opportunity

CHOICE provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

CHOICE expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is not tolerated.

## How to apply

Please email your resume and cover letter to [hr@crhn.org](mailto:hr@crhn.org) with the subject line “Application for Operations Manager”