

Job Description

Position: Chief Operating Officer (COO)
Reports to: Chief Executive Officer (CEO)
Status: Full time staff (Exempt)

Summary

The COO provides executive leadership and strategic direction to HealthInfoNet (HIN) and its subsidiary, Curious Innovations (CI). The COO directs, administers, and coordinates business activities, in support of policies, goals, and objectives established by the CEO and the Boards of Directors.

Duties and Responsibilities

- Provides management to staff and leadership of the organization in alignment with the organization's business goals and overall strategic vision
- Drives company results from both an operational and a financial perspective, working closely with the CEO, CFO, and other key leadership team members
- Guides and oversees the innovation, development, production, and promotion of the organization's products and services
- Participates in the strategic planning process of the organization and works with leadership to direct the preparation of short-term and long-range plans based on broad corporate goals and growth objectives
- In conjunction with the CEO and CFO, develops budgets and revenue models to meet the organization's sustainability needs
- Working with the CEO, directs the future capital development needs of CI
- Supports the ongoing management of Board development and engagement
- Works with the Director of Information Services to assure that project plans are defined, communicated, and maintained to achieve on-time delivery of information technology implementation goals
- Along with the CEO, represents the organization in statewide stakeholder committees
- Implements programs that meet corporate goals and objectives
- In conjunction with the CEO, negotiates client contracts and supports the delivery of client service-level contract commitments
- Develops and implements the structure and processes necessary to manage the organization's current activities and its projected growth
- Works with the CEO and Manager of Product and Communications to define and execute an ongoing organization communication plans

Supervisory Responsibilities

- Has direct supervisory responsibility over Client Services, Programs, and Communications
- Oversees and supports direct report and non-direct report supervisory policies and hierarchical/financial advancements/changes in the organization
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Fosters a growth oriented, positive, and encouraging environment while keeping employees and management accountable to company policies, procedures and guidelines

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention
- Business Acumen – Understands business implications of decisions; demonstrates knowledge of market and competition; aligns work with strategic goals
- Analytical – Synthesizes complex or diverse information; uses intuition and experience to complement data; designs workflows and procedures
- Problem Solving – identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics
- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; demonstrates group presentation skills; participates in meetings
- Written Communication – Writes clearly and informatively; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information
- Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed
- Visionary Leadership – Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates

- Change Management – Develops workable implementation plans; communicates changes effectively; prepares and supports those affected by change; monitors transition and evaluates results
- Delegation – Delegates work assignments; gives authority to work independently; sets expectations and monitors delegated activities
- Leadership – Exhibits confidence in self and others; inspires and motivates others to perform well; gives appropriate recognition to others
- Strategic Thinking – Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions
- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; takes calculated risks to accomplish goals
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments
- Dependability – Takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan

Other

Travel (up to 30%) in and out of state is required to successfully perform the essential functions of this job.

Required Education and Experience

- Bachelor's degree in health, business, or related field
- Master's degree in business and/or health-related field
- 5-10 years of executive-level operational experience required
- 3-5 years of software and/or healthcare information technology experience required
- 3-5 years in for-profit finance, capitol development, and investment required; start-up financing experience strongly preferred
- Leadership experience in State or Federal government-related field preferred
- Exceptional executive presence, business acumen, and presentation skills
- Knowledge of the healthcare Industry required

To Apply: E-mail resume, cover letter with salary requirements to Allison McBrierty, Chief Financial Officer at amcbrierty@hinfonet.org