

## SVP, OPERATIONS - DENTAL CENTERS

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#### Job Snapshot

Location:	Nashville, TN 37201
Employee Type:	Full-Time
Industry:	Healthcare - Health Services
Manages Others:	No
Job Type:	Executive
Education:	None
Experience:	None
Relocation Covered:	No
Post Date:	12/22/2010

#### Contact Information

Ref ID:	2232371CBP
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#### Description

#### SVP, OPERATIONS

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Church Street Health Management, one of the nation's largest dental practice management companies for the underserved adolescent population, seeks an experienced SVP, Operations. Reporting to the President and COO, the selected individual will be responsible for directing the daily operations of assigned dental centers within a specific geographic area with substantial autonomy and broad operational responsibility and with the purpose of building patient productivity, quality and developing people. This position requires an energetic, disciplined, self-starter with a high level of integrity, confidentiality, accuracy, and excellence. Must be able to work well in a fast paced environment and easily adjust to changing priorities.

#### POSITION RESPONSIBILITIES

- Provides direction for Lead Dentists and all center level employees in the assigned market and ensures accountability in achieving the market's objectives. Direct reports are a various number of dental center employees. Is responsible for the overall direction, coordination, and evaluation of these positions.
- Interviews, hires, and selects talent to lead the dental center; plans, assigns, and directs work; conducts performance evaluations; rewards and disciplines employees; addresses complaints and resolves problems.
- Conduct center visits on a regular basis to observe and assess center operations and provide guidance to achieve objectives and to ensure operations execution of service, quality and sanitation meets or exceeds company standards
- Supplement national marketing efforts with local center marketing by developing, coordinating, and executing center marketing plans that include driving market performance in patient satisfaction scores and operational excellence.
- Manage turnover; ensure proper and adequate training and development of center employees, understand and utilize training systems and development resources, ensure adequate dentist bench strength for assigned region; conduct timely formal performance evaluations of Lead Dentists and annually according to guidelines; monitor internal complaints and be accessible to employees for the purpose of resolving complaints.
- Ensure compliance with minimum wage laws, OIG, ADA, OSHA, EEO, FLSA, ADA and other laws, rules, and regulations. Ensure compliance with FORBA's policies, practices and procedures, as well as safety and workers' compensation plan ensuring all assigned centers are utilizing available safety programs.
- Report discrimination or sexual harassment complaints immediately to the Hotline and be available to follow up and assist in resolving all employee complaints.
- Submit budgets, sales and cost projections, and other required reports and information on a timely basis.
- Interact with Human Resources, Accounting, Marketing and other departments to address areas of opportunities as they arise.
- Attends meetings with President and COO and other company executives. Conduct meetings with Lead Dentists and center management employees. Communicate all operational developments.
- Assure overall responsibility for the successful business operation of assigned market.
- Participates in and establishes image-building activities within the local community.

#### Requirements

#### QUALIFICATIONS

- **DDS preferred**
- **Bachelor's Degree in business, healthcare, related field, or equivalent experience.**
- **Minimum of 5-7 years multi-unit leadership experience, dental preferred.**
- **Deep understanding of dental or health care policy, health care delivery and advocacy and the key elements impacting the dental care business.**
- **Strong understanding of Medicaid reimbursements and coverage for the uninsured.**
- Ability to identify and analyze problems (financial, profit and loss, marketing, operational or personnel issues) that affect operational trends and results across different area and/or markets.
- Strong verbal, written, and analytical skills and the ability to interface effectively with all levels of employees and management. Ability to read, analyze, and interpret general business periodicals, professional journals, and other significant documents. Ability to write reports, business correspondence, and operational procedures. Ability to effectively present information and respond to questions from groups of managers, customers, executive management, board of directors, and the general public.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Strong organizational skills and ability to plan and implement multiple projects within a required time frame and to handle multiple priorities simultaneously.

- Excellent planning, organization, and group leadership skills with a broad base of industry experience and knowledge.
- Ability to interface effectively with company executives, outside vendors, peers, subordinates, and all levels of employees and management in a positive and motivating manner. Ability to influence decision making through salesmanship, impact, and persuasiveness.
- Positive business image with an expert approach to company operations, business management, and people development. Successful track record in positive sales and profit results. Acts as appropriate leader in business and related social situations. Ability to maintain high levels of effectiveness in complex, conflict ridden, ambiguous, and stressful situations. Maintains high levels of personal integrity and is appropriately direct, open, honest, and ethical in dealing with others
- Ability to travel 30-50% of the time, including flying and driving rental cars.

This position offers lucrative benefits and competitive pay for the perfect candidate upon hire with the organization. The selected candidates will be required to participate in multiple interviews with the organization and must pass a background check and drug test.

EOE



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