



Example of Director, Regional Operations Job Description

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Our company is hiring for a director, regional operations. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for director, regional operations

- Ensuring that each hospital has a customer centric culture and focus
- Maintaining a strong presence in all hospitals, including frequent scheduled and non-scheduled on-site visits, and otherwise provide consistent accessibility via email and phone to both the hospital teams and fellow management team members
- Supporting our doctors in their daily efforts and working to create long term, meaningful relationships with the doctor teams that foster engaged dialogue and professional development
- Ensuring that doctors are marketing the hospital and services in a meaningful and regular way
- Responsibility for effective and timely DVM and pet owner communications by the hospital team
- Empowering staff and doctors to find ways to delight our constituents
- Responsibility for administration and review of non-medical client complaints not able to be handled by the hospital teams
- Developing top talent in the Medical Director and Hospital Manager roles in each hospital
- Motivating Medical Directors and Hospital Managers to maintain an "owner mentality"
- Accurately evaluating the performance of Medical Directors and Hospital Managers to ensure that each has clear expectations and goals, and has the support to be able to reach them

- Solid presentation, analytical and communication skills
- Talent acquisition of great leaders to operate and manage local centers is critical to success
- Will work closely with executives to determine and identify local marketing opportunities, promotions and public relations opportunities to expand the local market brand presence
- Mentors and evaluates performance of Practice Managers
- Work with the Regional Vice President and Chief Operating Officer in establishing and opening new practices, including training initial staff and preparing for initial accreditation surveys
- Candidates should be live in Baltimore, Atlanta, Charlotte or Washington DC near an airport