

Director of Operations



Our client, KAI Health Services Inc. (KHS) is a private equity entity which has the mandate to acquire and operate healthcare services companies. They are experiencing rapid growth and are seeking a **Director of Operations** to lead their next steps. As the **Director of Operations**, you will manage, direct and coordinate the majority of the organization's operations. This includes planning, developing and managing the fulfillment and technical services functions in order to increase customer satisfaction and profitability. Along with other executives, you will formulate policies, forecast requirements for staff and labour needs, technology and facilitates and develop quality standards.

RESPONSIBILITIES

- Liaise with pharmaceutical distributors to requisition the best service and pricing
- Liaise with generic pharmaceutical manufacturers to maximize profits
- Liaise with inventory buying groups to receive best service levels, special deals, etc.
- Review and negotiate staff wage models, either directly with smaller stores or via managers in place for larger stores
- Participate in due diligence of pharmacies where KHS is looking to acquire
- Work with operations staff and head office staff in transitioning operations of new acquisitions, including:
 - updating information with all service providers
 - point of sale provider
 - payroll
 - bank information update
 - ensuring accurate inventory totals upon possession
 - ensuring continuity of critical business contracts
 - facilitating introduction to KHS culture and philosophy to key individuals
 - ensuring employees are informed and committed to continuing with KHS
- Explore, initiate and deliver growth initiatives, including creating incentive-based compensation models for each store to ensure staff are capturing all possible income opportunities
- Ensure each pharmacy operates in accordance with provincial regulatory requirements
- Conduct periodic staff interviews to ensure proper role development and critique areas that require improvement
- Physical presence at each location at least monthly, with higher frequency for larger profits centres

Medical Clinics

- Recruitment of general and specialist physicians for the medical centres
- In partnership with the Clinic Manager, meet with all doctors on a quarterly basis to ensure job satisfaction and to develop plans for doctor retention
- Work with Clinic Manager to ensure each clinic remains on pace in terms of doctor billings and investigate unsatisfactory numbers
- Oversee staffing and labour costs and adjust as required to maintain growth

For more, visit

<http://bit.ly/KAI-DirOps>

SKILLS & EXPERIENCE

- Extensive experience in retail/institutional pharmacy and physician clinics
- Bachelors degree required, MBA preferred
- 4 - 6 years of experience in healthcare management, management consulting, practice management
- Process and systems oriented, able to build process from scratch
- Analytically driven - able to listen and use data to understand issues and priorities
- Ability to understand tools and technology easily, and implement them with teams
- Organized and detail-oriented, able to juggle disparate tasks simultaneously
- Works effectively and efficiently, loves a challenge
- Able to collaboratively work across teams
- Strong interpersonal skills

If you would like more information about this position or **Director of Operations**, please visit <http://bit.ly/KAI-DirOps> or contact Paul Croteau, Managing Partner, Legacy Bowes Group at (204) 934-8821.

If you believe you can make a strong contribution to this organization as the **Director of Operations** please submit your resume in confidence to Paul@legacybowes.com quoting position # 183280.

