Robert Smith

Center Operations Director

CONTACT DETAILS

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Alabama
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PERSONAL STATEMENT

Reading and interpreting necessary policies and procedures to perform updates and operate systems and other programs within the Distribution Center, for example, the ability to cross over the conveyors.

WORK EXPERIENCE

Center Operations Director

ABC Corporation - January 2015 – November 2015

Responsibilities:

- Managed all direct and non-clinical aspects including schedules for staff and clinicians, payroll, HR, A/P, A/R, supplies and inventory, and FTE schedules with $3M annual budget.
- Prepared weekly and monthly reports of offices finances and indicators.
- Instituted fixed and adjusted office processes to fit the corporate structure and model.
- Performed and managed data entry, patient scheduling, medical records, and overseeing and maintaining office communications with all referral and vendor sources and partners involving payroll, A/R, A/P, office and medical supplies, HR, IT, and telecom.
- Supervised and mentored staff members, promoting team work and open communication channels to address office needs and business goals.
- Conducted new hire interviews, handling on-boarding of staff, overseeing orientations, and training support.
- Managed all HR functions, maintaining personnel licensure tracking system, personnel records, handling and processing payroll, and addressing workers comp issues, leave of absences, vacation and work schedules, counseling, performance appraisals, and employee terminations.

Center Operations Director

Delta Corporation - 2014 – 2015

Responsibilities:

- Direct & manage the nations largest & most profitable center.
- The only 24/7 facility in Las Vegas, NV.
- Manage staff of 50+ colleagues & 15+ practitioners.
- We provide healthcare for workmans compensation with employers, DOT, Drug screening, & urgent care services.
- Develop relationships with employers, maintain high employer & patient satisfaction scores.
- Work side by side CMO.
- Hire, train, coach, discipline, evaluate Concentra colleagues for front, back, administrative, & assistant center operation directors.

SKILLS

Supervising Skills,
Interviewing Skills.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

BS In Psychology

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