

Job Position

Operations Manager

Holistic Health Partners Inc.



619 Enterprise Drive,
Suite 110
Oak Brook, IL 60523



(708) 272-9398 ext 101



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www.holistichpi.com

POSITION DUTIES:

Responds to and investigates complaints and concerns and communicates identified issues to appropriate staff; builds rapport with the client/patient and family to learn what is the most important to them in their experience with Holistic Health Partners and relays to the appropriate team members if needed; solicit feedback also from patients and family about their Holistic Health experience; coordinates and educates with caregivers and all Holistic Health staff on the various ways to better a patient's experience based on collected feedback from individual patients and their families; provides input into opportunities for system improvements; uses findings from analysis of trends in complaints to mentor coordinators to develop appropriate service action plans; provide strategic direction in line with organizational goals as a member of the senior leadership team; collects data about patient care problems, prepares reports, analyzes trends, and reports information to appropriate departments for action; addresses non-compliance with department/organization standards.

REPORTS TO: Administrator

COMPENSATION: Upon interview

EMPLOYMENT TYPE: Full Time

BENEFITS: Health Insurance and 401k

QUALIFICATIONS: Bachelor's Degree in Business Administration or related fields

