

Director of Operations

Employment Ad

Healing Harmonies is seeking an experienced Director of Operations to step into a leadership role within our small and growing business. Join our dynamic team of board-certified music therapists and licensed art therapists to impact the quality and joy within their lives. We are a rapidly growing private practice, providing services to Milwaukee, Waukesha and surrounding Counties. Our philosophy is highly patient-centered, and our mission is to make quality music and art therapy services accessible to those of all ages and abilities throughout our community. We are honored to be the conduit for these powerful therapies, humbly serving others with the goal of impacting the lives of all that may be in need of maintaining or improving their health and/or quality of life through the power of music and the arts.

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Day to day for the DOO includes facilitating and supporting the operational and team needs while ensuring the accounting, customer service and small business are meeting or exceeding company goals. Supporting, holding accountable and mentoring for team alignment and effectiveness are keys to success. Drafting the budget, managing the financial efforts, and reporting will be balanced with client conflict resolution.

Profitability and a thriving environment will be the results of your efforts and key markers for your success. This role will be working independently and collaborate as a part of the Healing Harmonies team by exemplifying professionalism and compassion in all interactions.



Responsibilities include:

- Clearly communicate plans, vision and goals with staff for highest performance and efficiencies.
- Draft and facilitate annual budgeting process
- Update and maintain accurate employee documentation and resources including, but not limited to, job descriptions, employee handbook, procedure manual, etc.
- Work with the CEO to progress and meet deadlines of projects.
- Manage team including facilitating employee events, consistent 1-1 meetings and performance assessment proactively.
- Stay up to date on fair employment practices and compensation for employees to obtain and retain quality staff.
- Facilitate hiring process in conjunction with CEO
- Collaborate with the CEO and manage the community outreach process and quality control efforts.
- Identify and develop internal business process and efficiencies as needed
- Support onboarding and training of employees including clinician training.
- Manage vendor and vendor needs for the company.
- Current management of accounting to stay current and responsive to issues regarding budget, accounts receivable, accounts payable or strategic plan alignment.
- Identify, draft, and review rewriting of client communications for online systems including the EMR.
- Review and improve client satisfaction in collaboration with Office Coordinator.
- Oversee inventory of clinic supplies, clinic upkeep & maintenance, and facility maintenance by Office Coordinator.
- Review excessive errors reporting and collaborate with CEO on clinical performance issues specific to individual employee practices to coordinate and facilitate mentoring or disciplinary actions as appropriate.
- Facilitate all assigned meetings including 1-1 and weekly team meetings
- Additional duties as assigned and yet undefined

Ideal Candidates will:

- 4 years minimum small business operations experience.
- 4 years minimum accounting and business financial experience.
- 3 years minimum experience managing teams of 10 or more.
- 2 years minimum experience managing payroll
- 2 years minimum drafting and tracking annual budget.
- Excellence working with Google Suite and online documentation sharing solutions
- Excellence in details and organizational skills
- Demonstrate strong verbal and written communication skills.
- Display professionalism and patience for those learning.





Healing Harmonies LLC.

Preferred, but not required:

- Healthcare industry experience
- Understanding of Wisconsin State funding such as Medicaid Waiver
- Fluent in Spanish

Benefits and compensation: This full time position is salaried and pays \$55,000-\$65,000 annually dependent upon experience. Benefits include mileage reimbursement, continuing education support, Paid Time Off, paid holidays, retirement match at 3%, short term disability policy, and employee assistance program. Must be able to pass background check.

Please send a current resume and a cover letter including a paragraph about why you are looking for work RIGHT now and in this industry to info@hhmusictherapy.com with "Attn: Hiring" in the subject line.

Healing Harmonies, LLC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

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hhmusictherapy.com

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