

As our new **Chief Operating Officer (COO)**, you will be responsible for planning, organizing, and directing operational objectives for the HIP Orthodontics organization, which prides itself as a strong, faith-based practice. The **COO** will assist in the development and implementation of strategic long-term goals and provide fiscal management that will include analysis, forecasting, budgetary responsibilities, and contract negotiations. The individual will also review metrics and revenue cycle performance and recommend and implement strategies for improvement and growth. This vital leadership role will drive results and improve the overall efficiency and scalability of the company and will report to the owner/managing orthodontist. The **COO** will have to manage and control diverse business operations and functions, which will require the person in the role to be a self-driven, inspiring leader with excellent people skills and outstanding business acumen and work ethic. This is a fantastic opportunity for the right person to play an integral role in our company's growth and success and to participate meaningfully in the value it creates in the community.

As COO, you will:

...achieve results by way of your drive, determination, and self-disciplined work ethic. You will be superior at controlling projects from start to finish.

...thrive in and help contribute to a culture that values loyalty, efficiency, and detailed work - you never miss the details, and there's never "too much information."

...make efficient, fast decisions based on facts and established processes; you are an analytical thinker and use all information available to you. Frequently considered a subject matter expert due to how thorough you are.

...appreciate direct and to-the-point communication, sharing factual details as you are sensitive to the urgency of a situation.

What you'll receive as our new COO:

- Generous compensation package with a base salary of \$150K or more, based on experience
- A faith-based culture creates an environment of supportive, loyal, hardworking, fun people who share a caring mindset to see others achieve their best.
- Paid time off includes, one week off during spring break, one week off between Christmas and New Year's Day, all major holidays, and an additional 6 days off for the year. This increases at the 5- and 10-year anniversaries.
- Medical insurance and free orthodontic services for you and your immediate family
- 401K with a match

The responsibilities of the COO are:

Oversee daily operations of the company; drive company results from both an **operational and financial** perspective working closely with the owner and other leadership team members. Measures actual budgetary performance (revenue, expense, staffing) against standards and ensures variances are within established targets.

Develop and implement operational **processes, protocols, policies, and procedures** with a focus on efficiency and scalability. Create an environment that facilitates innovative delivery of care for the community it serves. Establish mechanisms to encourage innovation and to incorporate best practice findings into standards of practice and policies and procedures. Maintain familiarity with the operational procedures at all levels of the organization; empower all teams with the autonomy and resources they need **to successfully complete initiatives**.

Partner with the leadership team to accomplish **short and long-term operational goals**; set challenging but realistic goals for growth, performance, and profitability. Identifies potential areas of geographic **expansion** through organic growth or acquisition.

Analyze and interpret data and metrics; **measure and report on operational performance** and develop plans to improve relevant key performance indicators (KPIs).

Provide **management to staff** and guidance in the alignment with the business plan and strategic vision; lead employees by example - reinforce a culture of excellence; establish policies that promote company culture and vision.

Maintain positive, productive **relationships with partners/vendors/affiliates**; always represent the company positively through a success-oriented and professional demeanor.

What you'll need to be COO:

- The ideal candidate will have deep experience in operations management in either multi-site or a large single-site dental or other healthcare business involved in the delivery of patient care.
- The position requires an acute understanding of the economics and market forces of the dental/healthcare industry.
- Solutions-oriented, able to learn quickly, adaptable, analytical, and able to break down complex processes into their component parts, and is comfortable with the accountability to deliver related end results.
- Outstanding leadership ability, business acumen, and work ethic; Ability to inspire employees to live up to their potential and optimize their productivity.
- Outcome-focused, with an ability to achieve deadlines under pressure; A strong sense of urgency and focus in accomplishing tasks.
- Entrepreneurial-minded, with a willingness to do what it takes and a determination to drive successful outcomes; A solution-oriented mindset and a willingness to get your hands dirty.
- Seasoned in change management with the ability to build consensus and drive compliance among long-term employees while maintaining a positive relationship dynamic and reinforcing a positive culture focused on excellence.
- In-depth understanding of different business functions (HR/Finance/Marketing/etc.); Demonstrable experience in building high-performance teams and executing successfully.
- Problem-solving ability and aptitude the ability to think analytically, creatively, and strategically; Demonstrable experience with strategic planning; Experience with complex data analysis.
- Exceptional organizational and time-management skills; The ability to multi-task and manage multiple projects and responsibilities simultaneously is critical.

- Bachelor's degree required; MBA or related master's degree preferred.
- Background in Dental Service Organizations (DSOs) and Orthodontic Service Organizations (OSOs) is highly beneficial.

We are **HIP Orthodontics** (<https://HIPorthodontics.com/>). With locations in Amarillo, Pampa, and Clovis, our communities are on the top of our minds, and we have won 25 individual "BEST OF" awards voted on by Channel 10 News, Amarillo Globe-News, and the Pampa News! **HIP Orthodontics** is a faith-based practice dedicated to the care of each family who comes through our doors.

The Spark for a Great Patient Experience - Each patient provides an opportunity for our team to serve and practice our core values: to **Listen, Love, Exceed Expectations**, and **Laugh** together. Our ambition is not only a great smile at the end of treatment, but a positive experience with every visit. **HIP Orthodontics** is a place where staff and patients are valued because people are our priority. You will find excellence in treatment and a culture where patients, parents, families, and team members can depend on the best care.

The logo for Sparkman Orthodontics features the name "Sparkman" in a large, red, cursive script font. Below it, the word "ORTHODONTICS" is written in a smaller, red, all-caps, sans-serif font.