



Open Position: Chief Operations Officer

Reports To: Chief Executive Officer

Our Organization:

Dientes is an award-winning, NHSC approved dental organization serving Santa Cruz County. Our mission is to create lasting oral health for the under-served children and adults of Santa Cruz County and neighboring communities. We are a non-profit organization that believes in providing top-notch, quality care for all patients regardless of income. We provide comprehensive dental services including specialty care, and serve over 11,000 children, adults and seniors with over 42,000 dental visits projected in FY 2019. Our philosophies value safety, quality, community, education and fun, all while striving to put our patients first.

The Position:

We are looking for an experienced Chief Operations Officer (COO) to oversee our organization's ongoing operations and procedures. This position is a key member of our Senior Management team, reporting directly to our CEO and working closely with our her in many aspects of the business. We are seeking a seasoned leader in management that will further advance Dientes' philosophy and achievements. The goal of the COO position is to secure the functionality of business and drive extensive and sustainable growth, while also bearing responsibility for the efficiency of business. This position maintains control of diverse business operations, so an experienced and efficient leader is required. The (COO) also supervises and mentors staff including Clinic Managers, Outreach Manager, Quality Coordinator and Facilities Supervisor. If you meet the qualifications and have excellent people skills, business acumen and exemplary work ethics, we'd like to meet you!

Requirements:

- Proven experience as Chief Operations Officer or relevant role
- A team-player with demonstrated dedication to excellence. Personal integrity manifested in a positive and credible image
- Understanding of business functions such as HR, Finance, Facilities Management, etc.

- A management style that supports a collaborative environment and continuous improvement culture; experience leading teams and coaching employees toward successful outcomes
- Excellent communication skills
- Understanding of and commitment to not-for-profit services
- Established comfort working with diverse cultures, backgrounds, lifestyles and experiences
- Demonstrable competency in strategic planning and business development
- Detail oriented. Effective organizational skills. Meets timetables. Successful working in a fast-paced situation and is self-directed with minimal supervision
- Desire to expand knowledge from both a clinical and administrative perspective, including management and leadership skills
- Working knowledge and comfort using Microsoft Office software
- Bachelor's degree required; MBA preferred
- Experience in fundraising will be a plus

Responsibilities:

- Manage operations to ensure clinic performance at 3 sites and an outreach program; maximize annual number of visits without sacrificing patient and staff safety or satisfaction; achieve the organization's strategic goals
- Collaborate with the Chief Dental Officer and other management to ensure smooth operation of clinics and programs including staffing and patient visit ratios, scheduling, cost-benefit analysis, budgeting and realignment of programs
- Responsible for clinic workflows and implementation of process redesigns (as necessary)
- Manage corporate contracts including annual renewals, reports, invoicing and contract filings
- Meet annual production and program goals and report progress to management and the board of directors

Our Location:

Santa Cruz County has approximately 270,000 residents and is situated in the northern area of Monterey Bay, 70 miles south of San Francisco and 35 miles southwest of the Silicon Valley. The County's natural beauty is apparent in its pristine beaches, lush redwood forests, and rich farmland. It has an ideal Mediterranean climate with low humidity and approximately 300 days of sunshine a year.

Its unique shops and restaurants coupled with a multitude of cultural and recreational activities, including theatre, music, art as well as golfing, surfing, and biking, offer a wealth of leisure activities. Higher education includes Cabrillo College and the University of California, Santa Cruz, with two additional State Universities less than an hour's drive away. These

elements of high quality living make Santa Cruz County one of California's most desirable living areas and, as such, the cost of housing is high.

The Pay:

\$120-150K. As a non-profit organization, we know we can't always compete with the salaries offered by private practice or national corporations, so we try to make it up in other ways!

- **Great Benefits:** We offer 4 health insurance options, two of which we pay 100% of employee's premiums, 50% paid for dependents. We provide the best of the best dental services (provided onsite!) for employee and 50% paid for dependents.
- **Generous PTO:** We also provide 11 paid holidays, 15 days paid time off in first year and increasing to 18 paid days off in year 2.
- **Retirement:** Dientes offers a generous benefits package including up to 3% match toward 403b plan.
- **Education Allowance:** Our Dentists receive a reimbursement of up to \$1200 per Fiscal Year. We also provide two paid days off for education purposes after your first year of employment, and three days after your third year.
- **Work/Life Balance:** At Dientes, we work hard, and we play hard! It is extremely rare that you will see a day over 8 hours, and we encourage you daily to go out and enjoy the CA sun!

Why Should You Apply? Here's what our current employees say:

- "My co-workers at Dientes are like a second family to me. I feel supported by my team and go home every day feeling good about the work I've done."
- "Dientes patients are like no other! Every day, multiple times a day, I am thanked by patients, and their gratitude goes a long way."
- "The best thing about working for Dientes for me is the fact that we have the best technology, even as a non-profit. A lot of people wouldn't expect our facilities to be so clean and modern. It feels good to offer this high level of care to our underserved patients- they deserve it."
- "I'm a Dentist, and never before in my career have I been offered such a generous benefits plan, including PTO, sick time, and vacation. Paired with the meaningful work I do each day, I know that I'm in the right place."

Dientes is an equal opportunity employer.