

## Business Administrator

Full-time | Exempt

Reports to: Executive Director of Operations

The Quatela Center for Plastic Surgery, which is a thriving, innovative and growing private practice, is seeking an experienced Business Administrator. The practice has an extensive history of patient excellence and includes three Board Certified Facial Plastic Surgeons and two Board Certified Plastic Surgeons. This practice specializes in facial and breast/body procedures, as well as non-surgical and injectable treatments.

The Business Administrator will oversee all of the administrative and business operations of the practice. They will work alongside the physicians and collaborate with each department to ensure the brand image is upheld and will provide leadership in executing the vision of the owners.

### Summary

We are seeking a highly-motivated Business Administrator with strong leadership skills to oversee and optimize business operations. The ideal candidate will have determination, flexibility and initiative with a high level of attention to detail. The Business Administrator must be comfortable working in the high-end/luxury space and will embody the core values of the organization. Duties will include mediating between departments, promoting and marketing the business and analyzing financial operations in an effort to maximize efficiency and profits. The position requires excellent communication, organizational and interpersonal skills, along with the ability to work in a fast-paced work environment.

### Responsibilities

- Oversee the day-to-day business operations to ensure quality patient care, productivity and profitability across all aspects of the practice.
- Collaborate and communicate with each department to ensure seamless communication and improved efficiencies.
- Supervise clinical and administrative staff including hiring, training, performance evaluations and monitoring quality of work in a timely fashion.
- Generate meaningful reports and provide strategic analysis in an effort to improve clinic efficiency and productivity.
- Assist with business planning and explore new revenue streams and opportunities.
- Meet frequently with physicians to measure benchmarks and strategize growth.
- Hold all members of the clinical team, including physicians, accountable for their responsibilities, achieving goals, role-modeling our Core Values and providing a first-class patient experience.
- Develop and execute operational and marketing strategies to drive continued growth.
- Provide guidance and improvement opportunities to physicians and partners.
- Monitor health and patient care practices, for compliance in health regulations.
- Evaluate the results of Key Performance Indicators (KPIs) to ensure set goals are achieved.
- Evaluate patient satisfaction on a monthly basis and determine if changes in the Practice are required (may consult with Patient Consultants).
- Continuously review opportunities to reduce operating expense and improve profitability.
- Manage onboarding process for new physicians as needed including interviewing, contract agreements and practice integration.

- Manage the practice expansion in Victor location and ensure deliverables are completed in a timely manner.
- Manage all patient issues concerning staff and billing that cannot be resolved with Practice staff.
- Manage the rollout of new surgical and non-surgical procedures (legal consent, pricing, marketing, web updates, etc.). Develop specifications and proposals for the purchase of equipment and supplies.
- Ensures RAS support to the Practice is timely, accurate and meets/exceeds expectations.
- Coordinate and lead meetings in an organized fashion with staff, departments and outside vendors as needed.
- Provide leadership and supervision to direct reports (Clinical Manager and Patient Consultants), along with all staff as needed.
- Interface with support services peripheral to the Practice including but not limited to Purchasing, Facility Management, Information Technology, Human Resources, Marketing, and Patient Accounting.
- Work with legal team to ensure best practices related to HIPAA, patient consents and patient, staff or physician issues.
- Partner with IT Manager, Surgery Center Director, Spa Director and Clinical Manager to complete the HIPAA Gap Assessment.
- Connect with physicians and appropriate practice staff regarding vendor and third-party communication including Monroe County Medical Society, vendors, etc.
- Provide backup support to Clinical Manager when he/she is out of the office.
- Liaise with outside agencies such as legal, accounting, vendors/suppliers, consultants, insurance companies and government bodies.
- Keep abreast of trends in plastic surgery practice, administration and healthcare regulations.
- Attend conferences and workshops to continue to build upon skills as a Business Administrator and network with other practices on a national level.
- Participate in the development of integrated program schedules and budget according to company requirements, analyze variances and develop corrective action plans.
- Prepare monthly financial reports, analyses and interpretations of accounts and budget performance.
- Prepare the Annual Financial Report for submission.

#### Requirements

- Bachelor's Degree in Business or Business administration. Healthcare experience preferred.
- 3-5 years of demonstrated work experience in management and personnel management required.
- Medical experience preferred with In-depth knowledge of applicable healthcare regulations.
- Proficiency in electronic practice and health record management systems.
- Extensive experience in financial management and analysis.
- Marketing, Hospitality experience is a plus.
- Maintain utmost confidentiality with sensitive and personal information.
- Strong ability to make timely decisions, prioritize and exercise sound judgment with appropriate urgency in situations that require a quick response.
- Excellent communication skills, including writing, public speaking and interpersonal communication.
- Great analytical, critical thinking and problem-solving abilities.

- Excellent goal-setting, strategic planning and motivation skills.
- Experience with a variety of personalities and backgrounds in the workplace.
- Superior presentation and negotiation skills.
- Knowledge of best finance and operations practices for the industry.
- Provide positive interactions with others and act with executive presence and diplomacy, critical for interaction with all levels of employees.
- Strong planning and organizational skills to effectively prioritize demonstrated customer service focus.
- Comfortable operating within ambiguity and changing direction rapidly to accommodate a fluid work environment.
- Ability to maintain cool and focus under pressure, working with frequent interruptions.
- Highly proficient with Microsoft software including Outlook and Office Suite programs.
- Nextech experience is preferred but not required.

It is the policy of Vito Quatela, MD, PLLC to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.