



## **DIRECTOR OF OPERATIONS - WISCONSIN JOB DESCRIPTION**

### **Summary of Duties**

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Reporting to the Owner of ABA IA/IL/WI (referred to solely as “ABA” hereafter), the Director of Operations - Wisconsin (DOW) is responsible for the oversight and management of all Wisconsin-based operations in multiple ABA of Wisconsin lines of business, leading and managing a comprehensive array of administrative services to ensure the company is continually building, maintaining, and improving new infrastructures to support day-to-day operations and continued success of ABA. Responsibilities include staff management, customer service, liaison with corporate/central business functions, risk management, business continuity, contracting, budgeting and reporting, quality oversight, and corporate and regulatory compliance.

The DOW also has key responsibilities for meeting company strategic and profit/loss goals, leading business development and growth initiatives, and maintaining effective, collaborative relationships with other company staff and external organizations. The DOW participates on the ABA leadership team and collaborates with other company managers and staff to ensure the company is financially successful and mission-driven.

The DOW is required to maintain strict confidentiality of company business records, client information, and other sensitive information at all times.

### **Essential Duties and Responsibilities**

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#### **1. Staff Management**

- a. Directly supervise managerial staff for Clinical Services, Waiver Services, and other service lines with company growth.
- b. Conduct regular performance evaluations for all direct report staff.
- c. Work with supervisory staff to ensure supervision skills are optimal; coach and manage all aspects of risk related to decision-making for hiring, promotion, termination, and performance issues of Wisconsin staff.
- d. Serve as the primary Wisconsin liaison with ABA corporate business functions including Finance, Human Resources, IT, Compliance, Marketing, etc.
- e. Support Human Resources in recruiting, hiring, orientation, and ongoing education and training of staff on ABA operations and agency policies and procedures.

- f. Provide a supportive work environment that ensures compliance with appropriate human resource-related regulations and staff satisfaction. Facilitate dialog, discussion, and learning amongst Wisconsin staff.

## **2. Daily Operations Oversight**

- a. Oversee all Wisconsin operations working collaboratively with managerial staff to ensure the highest quality client services and efficient operations.
- b. In collaboration with direct reports and ABA senior managers, establish annual operational and strategic goals and plans to continuously improve Wisconsin operations and services.
- c. In collaboration with direct reports, responsible for planning, coordinating and evaluating formal quality assessments and improvement efforts for behavior analysts.
- d. Conduct regular audits of Wisconsin operational systems and procedures; develop and implement plans of correction and quality improvement initiatives.
- e. Monitor quality assessment and performance improvement activities and provide coordination, consultation and assistance in pursuing quality goals.
- f. In collaboration with the ABA Finance Director, oversee Accounts Receivable (AR) and Accounts Payable (AP) functions to ensure timely collection of revenues and payment of expenses.
- g. Follow up with specific ABA of Wisconsin operational needs; coordinate with direct reports to accomplish desired change and/or problem resolution.

## **3. Client and Customer Service**

- a. Provide and encourage excellent customer service to clients, families, employees, and external parties.
- b. Ensure excellent client care, high client satisfaction, and service/business line success working with Managers and other staff.
- c. Follow up to with specific complaints/grievances and coordinate with direct reports to establish appropriate resolutions to problems.

## **4. Facility Management**

- a. Oversee all aspects of maintaining regional office and treatment center facilities including primary liaison with landlord, contracted services (maintenance, office equipment, etc.).
- b. Ensure compliance with applicable facility regulations, lease covenants, and local ordinances.
- c. Work closely with designated staff to ensure positive customer relationships with landlords, developers, and professionals engaged with property related work.

## **5. Regulatory Compliance**

- a. Ensure company is compliant with relevant local, state, and federal regulations/laws and contract requirements that govern business functions. Support company initiatives to improve compliance.
- b. Stay abreast of appropriate regulations and contract requirements that impact ABA Clinical Services, Waiver Services, and other service line operations.

## **6. Business Growth and Development**

- a. Develop and maintain positive community relationships with all referral and funding sources (e.g., private insurers, counties, Wisconsin Department of Health Services, IRIS Consultant and Fiscal Employer Agencies, Family Care Managed Care Organizations, referral agencies, school districts, other providers, etc.).
- b. Stay abreast of current programming trends and implement innovative approaches to service delivery that create opportunities for existing and new service line expansion, increased and diversified revenues/funding sources, and successful collaborative partnerships.
- c. Actively participate in company strategic planning and business growth initiatives, and take the lead on business development in Wisconsin. Develop and implement annual strategic plans for Wisconsin operations.
- d. Always maintain an active short- and long-term list of high impact projects (operational and strategic growth). Serve as a “spark-plug” for innovation.
- e. Keep an eye on the prize, engage in ABA projects that leverage the future success of the company (quality/performance improvement, new business, customer development). Looks for hot spots of change, opportunity, and improvement.

## **7. Reporting and Budgeting**

- a. Collaborate with Director of Finance and Principal to meet company financial objectives.
- b. In collaboration with the Director of Finance, lead Wisconsin annual budgeting, prepare annual budgets with Managers. Responsible for ongoing monitoring of revenues and expenses.
- c. Provide expense analyses (out-of-budget explanations, etc.), and regular operational and ad hoc reports to Principal and other senior management as scheduled or requested.
- d. Oversee scheduled audits and reports related to day-to-day operations; hold Managers accountable for reporting and follow-up activities.
- e. Provide other reports to senior management as scheduled or requested.

## **8. Other Duties**

- a. Work collaboratively with other company managers and staff. Develop and maintain strong working relationships with ABA corporate and Wisconsin staff as needed for effective operations.
- b. Work collaboratively with other ABA entities as needed and/or requested.
- c. Performs other duties and special projects as assigned.

## **Minimum Qualifications/Skills/Abilities**

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- Bachelor's degree in healthcare-related services, business administration or other relevant field of study; master's degree preferred.
- Board Certified Behavior Analyst (BCBA) preferred.
- 10+ years progressive managerial experience in health- or long-term care, or related industry.

- 10+ years experience supporting clients with intellectual and/or physical disabilities, and other populations requiring long-term supports and services.
- 10+ years experience with new program development and business growth.
- Strong working knowledge of Applied Behavior Analysis (ABA) principles preferred if not BCBA certified.
- Experience with Wisconsin's Children's Long-Term Support (CLTS) Medicaid Waiver and adult Medicaid Waiver programs (Family Care and IRIS) preferred.
- Experience with Wisconsin Medicaid (ForwardHealth) Behavioral Treatment services and provider requirements preferred.
- Knowledge of relevant local, state, and federal regulations/laws, and other compliance requirements
- Excellent customer service skills. Demonstrated problem-solving ability under challenging conditions.
- Well organized and detail oriented.
- Demonstrated aptitude for organizing and coordinating multiple projects.
- Excellent written and oral communication skills.
- Excellent interpersonal relationship-building skills with employees, clients, and other agencies to maintain effective working teams and business relationships.
- Excellent critical thinking and analytic skills and ability.
- Ability to successfully lead teams and promote company change.
- Demonstrated user skills with MS Suite or Google Suite; ability to learn and master other software and user devices.
- Ability to travel within Wisconsin and other states as necessary including overnight travel.
- Must possess a valid Wisconsin driver's license and proof of personal auto insurance meeting Wisconsin minimum requirements.
- Successful completion of all required background checks.

## Employee Acknowledgement

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I have read and understand the written job description for the ABA of Wisconsin Director of Operations position, and attest that I am fully able to perform all listed requirements in this job description. I am aware that a performance evaluation will be scheduled for 90 days following the acceptance of this position.

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Employee Name (Please print)

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Employee Signature

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Date

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Supervisor Signature

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Date