

Assistant Operations Manager

at K2 Dental Arts

K2 Dental Arts is looking for an Assistant Operations Manager to support the company's fast-growing business. You will work with top management to solve the most important issues, strategize for future growth, and improve operations and processes. You can quickly understand the structure and goals of business operations, workflows, and processes and have ideas on how to improve them. This is an opportunity to drive continuous improvement initiatives, build relationships and management skills, and gain technical knowledge.

Founded in 2013, K2 has ranked on the Inc 5,000 list of fastest-growing companies four years in a row and we are looking for an eager and ambitious new team-members to join the growing team.

Responsibilities

- Provide support to the operations manager and company directors in the day-to-day running of the company
- Work hand-in-hand with top management to problem-solve the most important issues for workflow, operations, and key customers
- Carry out evaluation of company's present operational goals and suggest ways of improving important areas
- Assist with strategic planning, including financial performance, development of long-term goals that enhance company growth and market opportunities
- Assume responsibility for important improvement initiatives across various departments of the company, including customer service, sales, and marketing, financial and accounting, as well as operations and administration
- Assist in building relationships with the company's key customer accounts
- Learn in-depth about the technology that is changing dentistry and apply this knowledge to improving the company's performance
- Manage remote team members who complete customer service, and bookkeeping tasks
- Ensure operational excellence and excellent customer service in the company
- Assist in interviewing, recruiting, training, and mentoring of new employees
- Educate operations team on best practices, company policies and service excellence standards
- Develop and maintain operational guidelines for staff
- Prepare reports regarding company operations for top management
- Schedule projects and initiatives and ensure assignments are carried out as planned

- Speak with dental practices directly via phone, email, and chat to understand their key concerns, problem-solve clients' case issues with your team members and reference materials, and then concisely relay the solutions to the clients
- Manage clients' cases and facilitate communication among multiple stakeholders

Requirements

- In-person position Mon–Fri 8am–5pm in Charlottesville, VA (this is not a remote position)
- Bachelor's degree required; business coursework preferred
- 0–5 years of work experience (entry-level management position)
- Problem-solver mindset with a keen ability to analyze processes and systems
- Strong, proactive communication skills and ability to follow up on required input from others
- Tactful, professional but assertive demeanor with strong team player skills required for team leadership and mentoring
- Self-motivated, driven and interested in improving performance and processes of the company
- Organized, able to prioritize properly and able work on multiple tasks at the same time
- Able to coordinate with multiple stakeholders and perform in a fast-moving work environment
- Collaborative, professional demeanor with strong team player skills
- Working knowledge of common computer applications such as word processing, spreadsheets, email systems
- Dental or technical knowledge is not required but expected to be learned for the position

Salary and Benefits

- In-person position Mon-Fri 8am-5pm in Charlottesville, VA
- Salaried: \$60,000 - \$65,000, depending on experience
- 8 paid holidays
- 14 vacation days with opportunity to increase each year
- Dental, health, vision, and life insurance
- Free coffee, your choice of snacks and office budget for team lunches
- A positive, engaging work environment with a close-knit team