

## JOB DESCRIPTION

**Company:** Newport Credentialing Solutions. LLC.  
**Address:** 16 Atlantic Ave, Lynbrook, NY 11563  
**Job Title:** Vice President of Operations  
**Department:** Provider Credentialing and Enrollment Solutions  
**FLSA Data:** FT, Exempt  
**Reports to:** Chief Operating Officer

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### **Company Description:**

Newport Credentialing Solutions is the nation's premier provider of cloud-based software and services dedicated to the credentialing life cycle. Newport provides cloud-based workflow, analytics, and business intelligence credentialing software and cloud-enabled credentialing services to some of the largest academic medical centers, health systems, and multi-specialty group practices in the United States. Newport helps clients "Take Control" of their credentialing life cycle by streamlining operations, reducing credentialing related denials, and generating more cash for their organizations. The company has a "high energy" work environment that rewards innovation and represents a tremendous personal growth opportunity for the right professional.

For the right candidate, Newport offers a highly competitive base salary, performance bonus and health benefits package. Additionally, Newport offers extensive knowledge training and career advancement opportunities based on performance.

### **Role Profile:**

This is a great opportunity for the right candidate who meets the qualifications, and is looking to become part of an entrepreneurial organization. The ideal candidate will have 5 - 10 years of revenue cycle operations, medical staff services or provider enrollment experience and at least 5 years of management experience. The position requires superb communication skills, a mature grasp of organizational hierarchy, ability to prioritize tasks and projects, the discretion to know when to act independently and when to ask for guidance and/or assistance. Further, this position requires the ability to lead a national operations team with multiple delivery centers. This job is vital to the success of our clients and requires travel, flexibility, intense customer-focus, "out of the box thinking" and a passion for growing and managing a best in breed operations team.

### **Essential Duties and Responsibilities:**

- Manages organization operations by directing and coordinating activities consistent with established goals, objectives, and policies.
- Implements programs to ensure attainment of business plan for growth and profit.
- Full management of P&L.
- Responsible for monitoring, meeting, and/or exceeding margin requirements.
- Implements improved processes and management methods to generate higher ROI and workflow optimization.

- Analyzes operational and financial indicators to continuously improve branch performance while ensuring profitable operations with full profit and loss accountability for the region.
- Directs and coaches Managers, Supervisors, and Credentialing Specialists in business management philosophy while ensuring efficiency, effectiveness, and integrity.
- Ensures a consistent focus on high quality customer service.
- Facilitates client retention and ensures the delivery of high quality customer service deliverables through regular contact with clients, evaluates service quality and initiates corrective action as necessary.
- Provides direction and structure for multi-location delivery centers. Where applicable, may be responsible for managing the opening of new delivery center(s).
- Must be a passionate numbers centric team leader/teacher and mentor.
- Must be detail orientated and possesses an entrepreneurial spirit.
- An understanding of and flair for lean management practices.
- Oversees preparation and collection of data for executive reporting, benchmarking and dashboard reporting.
- Responsible for hiring, developing, training and retaining high-quality, and productive employees.
- Responsible for hiring, developing, training and retaining high-quality, national account managers.
- Leads and/or Assists large client senior management updates/meetings.
- Responsible for improving upon and implementing existing Quality Assurance program.
- Responsible for improving upon and implementing existing Training program.
- Provides direction to sales staff on business development priorities and key sales actions.
- Assists in business plan and budget development, monitors progress against short and long term business objectives.
- Provides guidance with excellent project management skills and the ability to manage multiple tasks at once.
- Promptly and effectively resolves legal, financial, administrative and human resource issues within the region. Oversees purchasing and ensures appropriate expenditure.

**Essential Skills, Experience and Education:**

- Ideal candidate must be highly self-motivated with a proven expertise in the healthcare physician credentialing, expirables management, re-credentialing and provider enrollment environment.
- Highly motivated and success-driven with the ability to implement and manage cross-functional projects.
- College Degree required, Masters Preferred.
- 5 - 10 years of revenue cycle operations, medical staff services or provider enrollment experience required.
- Minimum of 5 years of management experience.
- Proficiency with credentialing systems
- Strong organizational and excellent follow-up skills.
- Ability to interact effectively with a variety of people (physicians and medical staff offices).
- Strong written and verbal communication skills. Strong presentation and client interaction skills.

**Contact Information:**

- Qualified candidates only
- Please submit resume to Newport Credentialing Solutions Department of Human Resources at: [careers@newportcredentialing.com](mailto:careers@newportcredentialing.com).