



## **Business Operations Specialist**

### **Job Description**

The primary purpose of the Business Operations Specialist position is to support the operational health of Dynamic Therapy Specialists by providing coordinated assistance across human resources, scheduling, administrative operations, and marketing support.

The Business Operations Specialist supports HR-related responsibilities during defined periods while flexing into scheduling, administrative, and marketing support during non-peak HR cycles. This role is designed as a **30-hour-per-week position**.

**Directly reports to: Admin Manager**

### **Responsibilities**

#### **Human Resources**

**Estimated Time Commitment:** *~6-10 hours per week (variable based on hiring & enrollment cycles)*

- Coordinate employee onboarding in collaboration with leadership, including posting open positions, scheduling interviews, and assisting with onboarding tasks such as email setup, EMR access, and related administrative requirements.
- Serve as an administrative liaison under the direction of leadership during hiring cycles to ensure timely, organized, and professional communication with candidates throughout the process.
- Manage pre-onboarding workflows and hiring timelines to ensure seamless, day-one readiness for all administrative and clinical hires, including proactive coordination of licensure, background checks, credentialing, and required system access.
- Maintain accurate, up-to-date employee personnel files for all administrative and clinical staff, including hiring and payroll documentation, background checks, licensure and credentialing records, and all required employment-related materials.
- Maintain accurate and up-to-date employee records across all HR-related systems and platforms, including, payroll, benefits administration, and facility access systems, ensuring timely updates as team members are hired, onboarded, transitioned, or offboarded.
- Serve as the primary liaison with administrative and clinical managers to coordinate offboarding processes, including employee exits due to voluntary or involuntary termination.
- Coordinate benefits enrollment for new and current employees following eligibility periods, manage and support annual open enrollment activities, and track employee benefits, including PTO balances.

- Attend required meetings, including weekly check-ins with the Admin Team Lead, bi-weekly Administrative Team meetings, and monthly DTS Team meetings.
- Promote a positive and supportive workplace culture by coordinating employee recognition and celebrations, team-building and networking events, and other engagement activities as assigned by leadership.

### **Scheduling & Administrative**

*Estimated Time Commitment: ~14–16 hours per week*

- Answer and return incoming calls in a caring and professional manner.
- Maintain a high level of care, grace, and professionalism when interacting with current and past DTS families and DTS team members.
- Provide clear, timely, and supportive communication related to scheduling needs and changes.
- Assist the scheduling team with scheduling recurring therapy appointments, reschedules, cancellations, no-shows, and discharges in accordance with DTS policies and procedures.
- Support front desk and administrative workflows to maintain clinic efficiency and deliver *above and beyond* client care, including scheduling, intake, and general administrative support as needed.
- Develop and maintain strong knowledge of DTS scheduling and attendance policies and procedures, and serve as a liaison to support front desk staff in accurately communicating, applying, and enforcing those policies.

### **Marketing**

*Estimated Time Commitment: ~4–6 hours per week*

- Assist with capturing photos and videos of clients and clinic activities for promotional and social media efforts.
- Develop and maintain a referral source tracking system to identify and monitor top referral partners, and plan and execute ongoing referral outreach initiatives—including scheduled touchpoints, relationship management, and coordinated gift-giving—to support strong, long-term community partnerships.
- Coordinate the preparation and delivery of evaluation reports and related documentation to referring partners following completed evaluations.
- Capture and share key team milestones and life events (e.g., birthdays, weddings, new babies, work anniversaries, and other celebrations) through approved social media channels to publicly recognize team members and reinforce a culture of appreciation, connection, and celebration.
- Provide administrative support to the Admin Team Lead in the execution of marketing initiatives.

### **Requirements and Skills.**

- Strong organizational skills with the ability to manage multiple priorities and shifting demands.
- Excellent verbal and written communication skills.

- Strong affinity for customer service and problem solving.
- Ability to adjust to a fast-paced and changing work environment.
- High attention to detail and accuracy.
- (Minimum) High school diploma required, college degree preferred; experience in administrative operations, HR support, business operations, marketing or healthcare administration (preferred)
- Customer-service mindset when supporting families, candidates, and internal team members.
- Ability to work independently while staying aligned with leadership priorities.
- Proactive problem-solver who identifies gaps and brings forward solutions.
- Positive outlook and team-oriented mindset.

## **Competencies**

- Customer service skills
- Interpersonal communication
- Confidentiality
- Google Suite
- Punctuality