

COO 首席运营官

Company

Our client is a well-known European pension group

我们的客户公司是一家欧洲著名养老康复上市集团

Responsibility

提高入住率与完成营业额,协调制定所有机构年度预算,并采取措施达到预算目标.并与其他部门共同合作协调,确保实现预算目标。

Maximize Occupancy Rate and operational performance, coordinate the annual budget for all facilities and take actions in collaboration with other departments to proactively meet the budget targets.

筹备和组织每月的运营会议,在Excom前回顾所有相关的前期AP。定期养老机构巡视和检查,及时与相关部门负责人沟通发现的问题包括但不限于总部质量医疗部,并将其纳入AP或立即处理。以提升整体的质量服务和运营效率。

Prepare and organize the monthly operation meeting (Excom), review all the related previous Action Plan before the Excom. Regular visit and controls in the nursing home in close collaboration mainly (but not only) with the HQ Quality and Medical department. Summarize, propose and follow actions (through action plans) to improve the overall quality of service and efficiency in all the Business Unit facilities

领导企业内部团队建设,内部管理机制和流程的完善。

Leading the team build up and development within the business and the improve internal management mechanisms and procedures.

机构投诉处理。遵守公司流程处理各种投诉及跟进AP。

Nursing home complaints & FEI management. Follow all the Company's SOP to manage all types of complaints, FEI and follow-up all the APs.

对外关系和法律纠纷管理。确保在任何时候和任何情况下与政府、医院、媒体和合作伙伴保持良好关系。

Act as a key player for External relationship & Legal dispute management. Ensure good relationship with Governments bodies & Hospital & Media & Partners all the time and in any circumstances. Ensure that the acquired operation license always comply with the government requirements.

建立完善和维护公司整体运营管理体系,在中国主要城市开设和管理养老院、康复医院等,负责中国 BU 及其合作伙伴的全部业务(管理合同和合资公司)。

Act as a key player for opening and managing a network of nursing homes, rehabilitation hospitals and active living units in China main cities, In charge of the full scope of the Operations for China BU and its actual Partners (Management Contracts, and other Joint Ventures)

1. 全面负责公司中国区养老机构的统筹运营管理，指定业务发展策略与计划，带领团队共同实现经营目标。 Responsible for the overall operation and management of the Company activities in China, and leading the team to achieve business goals together.
2. 运营总监在遵守法律、监管部门要求和集团价值观的前提下，确保养老机构长辈高质量的运营服务质量，关注他们的福祉。 COO ensures a high quality of operational services for elders in elderly care facilities, with a focus on their well-being, while complying with the law, regulatory requirements and the Group's values.
3. 在总经理的领导下，遵守制定的预算，他/她协调、推动、稳定其分管部门的业务，领导执行上级的战略决策并确保所有流程在分管领域的实施。 Under the direction of the CEO, he/she coordinates, drives and stabilizes the business of his/her sub-division, leads the implementation of the strategic decisions of the superiors and ensures the implementation of all processes in the sub-division.
4. 严格遵守公司的职业道德规范，尊重长辈的隐私和尊严；提供长辈安全、舒适的生活；对病人/长辈的相关信息严格保密；始终遵守现行的法律法规和公司规定。 He/ she must respect & strive to apply strictly in all facilities the Company's professional ethic & group standards, this includes (but not only) ensure the respect of residents' privacy and dignity, providing a safe and comfortable life to residents, respect residents' information confidentiality, and to respect government legislations and company regulations.

Requirement

1. 全日制本科学历及以上，管理、养老等相关专业 Full-time undergraduate education and above, management and related majors;
2. 10年以上养老、酒店、地产、医疗等运营管理经历 More than 10 years of experience in operation management of hotels and real estate、medical etc.
3. 熟悉相关行业法律法规、项目建设和相关政府办事程序，精通养老/酒店建筑设计等相关技术规范 Familiar with the relevant industry laws and regulations, project construction and related government affairs procedures, and proficient in the relevant technical specifications for retirement/hotel construction design;
4. 具有跨国企业/涉外工作经验，英语口语流利(法语加分) Working experience With MNC/foreign; Fluent written & spoken English. (French is a plus)
5. 沟通协调能力强、抗压能力强且能适应出差 Strong communication and coordination skill, work under pressure. Adapted to business travel.
6. 熟悉项目运营和管理的体系、工具、并能灵活运用；能牵头过集团重要项目的规划、执行、反馈的全流程落地。 Familiar with project operation and management systems, tools, and flexible application; able to lead the whole process of planning, execution, and feedback of important projects of the Group.

Please send your resume to: sh-recruitment@ccifc.org