



**JOB DESCRIPTION  
(TO BE ISSUED BY HRD TO ALL STAFF)**

JD/HR

**JOB SPECIFICATION**

<b>JOB TITLE</b>	Manager – Operations
<b>EDUCATION</b>	MBA (HA) or MHA
<b>ADDITIONAL QUALIFICATION</b>	-
<b>SKILLS REQUIRED</b>	-
<b>ADDITIONAL SKILLS REQUIRED</b>	-
<b>EXPERIENCE REQUIRED</b>	Minimum 4 Years
<b>DEPARTMENT &amp; LOCATION</b>	Operations & Vijayawada
<b>POSITION REPORTS TO</b>	Chief Operating Officer & Group Operations Head

**JOB DESCRIPTION (MAIN JOB TASKS)**

- To Manage PCC/Front Office/ Admin effectively and ensure adequate training is given.
- Manpower planning, budgeting, roster, scheduling/allocating manpower.
- Effective resource utilization
- Implement and maintain NABH and JCI quality standards and Sop’s and ensure departmental indicators are updated.
- Coordinating with each department for smooth functioning of hospital
- Plan, Direct, Supervise and Coordinate hospital functional operations and activities.
- Compile Statistical and Patients Satisfaction Reports, analyze and summarize these reports and state possible corrective action wherever indicated in endeavors to improve and customize hospital services.
- Liaise with support functions for smooth workflow.
- To co-ordinate with the management in organizing and conducting patient welfare programs, Cancer rose-day, Cancer Survivors Day etc.
- To inspect wards, ensuring hygiene and patient comfort.
- To conduct departmental meetings once a week for better team spirit & enhancement of patient comfort.
- Reporting & handling incidents & complaints regularly
- To send details of concession and financial assistance given to patients from HCG foundation to accounts department.
- Grievance handling, documenting complaints, action taken and follow up.
- Oversee day to day operation of IP and ward and ensuring quality care is provided.
- Monitor patient flow and streamline the process flow of various units.
- Planning efficient utilization of resources-based costing.
- Set KRA for PCC/ Front Office/ Admin and review their performance appraisal.
- Ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the organizational goal and work processes and manage effective operations.

**GENERAL COMPETENCIES**

- Quality and Safety consciousness.
- Commitment & Initiative.
- Adherence to work ethics, dependability.
- Interpersonal relations & Empathetic attitude
- Computer Skills & Knowledge
- People Management & Leadership

Kindly share resumes to [hr.mnr@hcgel.com](mailto:hr.mnr@hcgel.com)

*Please Note: This is not an exhaustive list of responsibilities but provides a general guideline of the duties assigned to the position. Job descriptions are dynamic and will change depending on the organizational requirement.*