



5312 Six Forks Road ♦ Suite 301 ♦ Raleigh NC 27609 ♦ phone: (919)790-7663

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Job Title: Strategic Operations Specialist

Location: Executive Office

Reports To: Chief Operating Officer

Employment Type: Full-Time

Compensation: \$45,000-\$55,000

Position Summary:

Crandell's Enterprises is seeking a proactive, detail-oriented, and solutions-driven **Strategic Operations Specialist** to support the Chief Operating Officer in overseeing daily operations, healthcare compliance, and staff scheduling. This role is instrumental in driving process efficiency, ensuring regulatory adherence, and coordinating effective staffing practices across the organization. The ideal candidate is organized, punctual, analytical, and thrives in a fast-paced, mission-focused environment.

Key Responsibilities:

Operational Support

- Collaborate with the COO to oversee day-to-day operations across departments and programs.
- Analyze internal workflows to identify inefficiencies and propose improvements.
- Develop, document, and implement processes and procedures to optimize operations.
- Maintain daily reports and performance dashboards to support executive decision-making.



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- Serve as a liaison between leadership and departmental teams to promote communication, accountability, and alignment with organizational goals.

Healthcare Compliance

- Monitor compliance with Medicaid, Medicare, and state-level healthcare regulations.
- Assist with internal audits, licensing reviews, and document readiness for inspections.
- Ensure operational activities meet all healthcare and documentation standards.

Staff Scheduling

- Develop, maintain, and adjust staff schedules to ensure appropriate coverage for all programs and shifts.
- Coordinate scheduling needs with department heads and accommodate PTO, training, and fluctuating caseloads.
- Communicate schedule changes promptly and effectively with all staff.
- Track and analyze scheduling trends to optimize staff utilization and reduce overtime.
- Support onboarding by integrating new staff into weekly/monthly schedules.

General Responsibilities

- Proactively identify and solve problems before they escalate.
- Maintain discretion when handling sensitive or confidential information.
- Assist the COO with special projects, scheduling, administrative tasks, and reporting needs.



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- Take initiative in improving team operations, organizational flow, and staff engagement.

Qualifications:

- Bachelor's degree in Business, Healthcare Administration, Operations Management, or related field preferred. Equivalent professional experience will be considered.
- 3–5 years of experience in operations, compliance, or administrative support within healthcare or behavioral health.
- Knowledge of healthcare regulations and compliance requirements.
- Proven success in process development, implementation, and project coordination.
- Strong organizational, time management, and communication skills.
- Experience with staff scheduling and workforce coordination tools (manual or digital).
- Proficiency in Microsoft Office Suite (especially Excel); knowledge of EHR systems (e.g., Lauris Online) and QuickBooks is a plus.
- Highly punctual, proactive, and capable of working independently and collaboratively.

Why Join Crandell's Enterprises:

Crandell's Enterprises is a compassionate, community-based behavioral health organization dedicated to empowering individuals through quality care and operational excellence. As Strategic Operations Specialist, you'll play a key role in strengthening our



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internal systems and driving impactful results in support of our mission.