



Optimizing Health by Advancing the Quality of Medication Use

PQA POSITION DESCRIPTION

Title: Chief Operating Officer

Supervisor: Chief Executive Officer

FLSA Classification: Full-Time / Exempt

Location: Alexandria, VA (Hybrid / Remote)

OVERVIEW

PQA, the Pharmacy Quality Alliance, is a national quality organization dedicated to improving medication safety, adherence and appropriate use. A measure developer, researcher, educator and convener, PQA's quality initiatives support better medication use and high-quality care. A non-profit organization with 240 diverse members across the industry, PQA is a unique alliance in healthcare. It brings pharmacies, health plans, health care providers, pharmacy benefit managers, biopharmaceutical companies, technology vendors, government agencies, researchers, and others together to build consensus and collaborate to improve medication use quality.

The Chief Operating Officer (COO) serves as a trusted advisor to the CEO and an essential member of the executive leadership team to guide and lead PQA. Reporting to the CEO, the COO is responsible for supporting and ensuring the current and future financial and operational success of the organization. Focusing on high-level impact, long-term strategy, culture cultivation, and organizational effectiveness, the COO leads the finance and operations team, and manages the organization's finances and operations. The COO champions and leads organizational change management to help advance PQA's mission and strategic plan, with goals of creating a highly collaborative, effective, and efficient environment.

RESPONSIBILITIES

Leadership & Strategy

- Provide counsel to the CEO regarding the development, prioritization, and execution of the organization's strategic initiatives, programs, products, services, and solutions
- Serve an integral role in the successful achievement of the organization's mission, values, and service to members and stakeholders
- Lead the Finance and Operations team, including oversight of all processes, policies, and functions related to Finance, Technology, Human Resources, and Internal Operations
- Partner with Executive Leadership Team to develop and maintain a process for long-term strategic planning, and ensure that the organization's strategic plan is integrated, collaborative, and aligned with its mission, values, and unique position in the industry

- Foster a culture of trust, engagement, and support, and cultivate the values of the organization
- Provide business intelligence and support regarding the development and implementation of new and existing funding proposals, business plans, and initiatives
- Partner with the Board of Directors, members, volunteers, and staff to implement and maintain organizational policies, procedures, and best practices, and ensure alignment across the organization
- Drive people-centric solutions to develop and grow staff, and support their professional development and success
- Monitor the organization's performance through the analysis and interpretation of the organization's work plan against its strategic plan and priorities
- Embrace a supportive leadership presence and open-door philosophy for all staff, harmonizing on-site and remote operations to create an integrated work culture
- Partner with the PQA Controller, Finance and Operations Committee, external auditors, financial advisors, and contractors to ensure sound fiscal management, financial health, and sustainability of the organization
- Contribute to the success of the organization through sound decision-making informed by a combination of analysis, wisdom, experience, and judgement
- Provide leadership, foster a positive work environment, embrace a supportive team culture, and enable a high-performing staff

Finance

- Oversee the organization's finances, including payroll, employee benefits, business insurance, reviewing and approving financial transactions, monitoring finances across lines of business, managing banking relationships, and monitoring investment accounts
- Grow the organization's revenue portfolio, in consultation with PQA's team and leadership, by synergizing revenue and pipeline activities, overseeing existing lines of business, and supporting new business lines and diversification of the organization's revenue portfolio
- Develop and continuously improve financial policies, procedures, and processes in alignment with non-profit best practices
- Work with external auditors to ensure successful outcomes related to the organization's annual audit
- Partner with the CEO to create an annual budget for the organization as well as comprehensive goals for financial performance and growth
- Develop short-, medium-, and long-range financial plans to ensure the successful completion of projects and programs aligned with the organization's strategic priorities
- Develop and present monthly financial statements and forecasting reports to the CEO, as well as quarterly financial updates to the Finance and Operations Committee and Board of Directors
- Implement a process to provide timely reports related to finances to enable strategic budgeting and forecasting across the organization

- Display sound business acumen, including successful P&L management, balancing the delivery of programs against the realities of a budget, and a commitment to problem solving, project management, and creative resourcefulness

Management & Operations

- Support a progressive organizational structure focused on professional development, internal cross-training, peer-to-peer engagement, and continuous growth and improvement
- Ensure ongoing compliance with all existing and future grants, programs, and contracts
- Establish policies and procedures, which enhance the organizational culture, ensure that diversity, equity, and inclusion are prioritized, and promote meaningful recognition of staff, to positively promote the organization's people strategy
- Analyze and lead system-wide enhancements to the organization's technology infrastructure and champion change management strategies across all teams
- Assess and articulate the performance capabilities of each team through regular meetings with team members and department heads
- Coordinate staff efforts to implement strategic plan priorities, track progress, and communicate outcomes to members, the Board of Directors, and other stakeholders.
- Lead the human resources strategy for the organization, including compliance with all applicable labor laws, employment policies and practices, training, professional development, compensation and benefits, performance evaluations, recruitment and retention strategies, and employee relations
- Supervise the management of the organization's physical facilities and assets
- Provide oversight and accountability for all contracts, including grant agreements, business and vendor contracts, subcontracts, license agreements, and federal agreements.
- Review and maintain responsibility for all legal documents, partnering with the organization's external legal counsel as necessary, to ensure sound management and informed decision-making
- Other duties as assigned

QUALIFICATIONS AND EXPERIENCE

Required:

- Bachelor's degree
- Minimum of 10 years of professional work experience
- At least 5 years of leadership experience as a COO or senior/executive level leader
- Experience leading and managing teams, supporting cross-functional collaboration, developing staff, and achieving goals
- Experience in a non-profit organization
- Extensive nonprofit financial management experience, including knowledge of GAAP and accrual-based accounting practices, annual audits, and revenue development strategies
- Experience with organizational management, non-profit best practices, and sound business principles

- Demonstrated results in developing and implementing multi-faceted systems, optimizing technology solutions, and leading change management strategies
- Experience leading core business functions, including Finances, Human Resources, and Operations
- Exceptional written, verbal, and interpersonal communication skills
- Sound analytical, decision-making, and problem-solving skills
- Commitment to excellence, ethical principles and standards, and high-quality results
- Collaborative, people-centric, and service-minded philosophy and approach

Preferred

- Master's degree or higher with a focus in organizational management, business administration, non-profit leadership, or related field of study
- Experience in healthcare or a healthcare-aligned field
- Experience in association management and relevant technology systems
- Certified Association Executive (CAE) credential, Institute for Organization Management (IOM) recognition, and/or Portfolio Management (PfMP) designation

Candidate Abilities

- Ability to articulate and translate complex and technical concepts to a wide variety of individuals and audiences
- Ability to think strategically, anticipate future consequences and trends, and incorporate them into the organization's plan
- Self-driven and motivated to learn
- Work collaboratively as part of the senior executive team
- Highly organized, efficient and detail-oriented
- Motivation to seek out challenges and proactively provide recommendations and solutions
- Functional knowledge of data analysis, performance metrics, and strategic planning
- Functional knowledge of IT systems and business infrastructure

TRAVEL

- Up to 25% of time
- The COO will be required to attend and participate in the following in-person meetings and events:
 - PQA Annual Meeting and Leadership Summit
 - Quarterly Board of Directors meetings
 - Annual staff retreat
 - Bi-Monthly Executive Leadership Team meetings
 - Quarterly Finance and Operations Team meetings
 - Other meetings as requested by the CEO

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Documentation of full vaccination against COVID-19
- Standard office environment
- Employee is regularly required to stand, sit, talk, hear and use hands and fingers to operate a computer and telephone.
- Close vision requirements due to computer work

APPLY

Sponsorship not available.

Interested candidates should submit a letter of interest accompanied by a resume and/or curriculum vitae to careers@PQAalliance.org.

This job description does not imply that the stated requirements are the only expectations for the job. PQA has the right to revise this job description at any time. PQA is an "at-will" employer and as such, neither this job description nor your signature constitutes any form of contractual agreement between you and PQA.

EEO STATEMENT

PQA is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, color, national origin, ancestry, religion, sex, sexual orientation (including transgender status, gender identity, or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), military status, uniformed servicemember status, veteran status, or any other status protected by federal, state, or local laws. We are dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.