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## Director of Operations – Strategic Services

### Position Overview

The Director of Operations – Strategic Services is responsible for the operational effectiveness and strategic enablement of Evergreen's Strategic Services teams. This role leads with a servant mindset and acts as a force multiplier—ensuring seamless internal coordination, real-time data visibility, and aligned execution across stakeholders.

This individual owns the systems, processes, documentation, and communications infrastructure that enable Strategic Services to operate with clarity, consistency, and confidence. Acting as the operational bridge between Strategic Services, Talent, and Client Partnerships (Sales), the Director integrates people, tools, and workflows to drive efficiency and impact.

As part of Evergreen's broader Director of Operations community, this leader will collaborate cross-functionally to ensure Strategic Services operations effectively support and enable the business as a whole. They will proactively identify how changes in one area may impact others and help teams understand the "what" and "why" behind process changes—driving clarity, alignment, and adoption.

Success in this role requires deep cross-functional understanding, strong systems thinking, and excellent relationship-building. The Director fosters a culture of belonging and exemplifies Evergreen's values: Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, and Innovate.

This position reports to the Chief Growth Officer. Work can be done either in-person in our Middleton, WI office, fully remote, or hybrid.

### Essential Functions

#### Strategic Coordination & Capacity Planning

- Serve as the central point of intake for RFPs, internal project requests, and opportunity scoping—ensuring the right Strategic Services resources are engaged.
- Lead capacity planning and resource forecasting efforts in partnership with Talent and Engagement teams.
- Maintain visibility into consultant availability, team utilization, and delivery readiness across projects, regions, and service lines. Escalate resourcing or performance risks to leadership for timely intervention.

#### Systems, Processes & Operational Enablement

- Leverage CRM (Hubspot) and commercial enablement tools to assist with commercial analysis and planning.
- Design and maintain scalable processes, tools, and systems that support delivery excellence (e.g., dashboards, trackers, Workday integrations).

### Hiring organization

Evergreen Healthcare Partners

### Job Location

6720 Frank Lloyd Wright Ave, Suite  
200, 53562, Middleton, WI, USA  
Remote work possible

- Collaborate with Finance, Talent Ops, and Compliance on end-to-end workflows related to billing, timesheets, and regulatory adherence.
- Develop and manage operational metrics and reporting that inform strategic and day-to-day decision-making.

### **Internal Communication & Change Leadership**

- Reinforce internal team rhythms, cadences, and communication channels to support transparency and coordination.
- Act as the operational lead for rolling out process changes, tools, or organizational updates across Strategic Services.
- Support documentation, training, and change adoption in collaboration with team leads and cross-functional partners.

### **Leadership and People Management**

- Conduct regular team meetings and one-on-ones to unify communication, expectations, goals, and project updates.
- Oversee onboarding, performance management, and career development, providing mentorship and coaching.
- Ensure adherence to policies, procedures, deadlines, and compliance requirements.
- Foster a positive and inclusive work environment, promoting employee engagement, well-being, collaboration, innovation, and accountability.
- Contribute to a culture of feedback, transparency, and continuous improvement.

### **Cross-Functional Shared Service and Collaboration**

- Partner closely with executive leadership and vertical leaders across the growth divisions to ensure alignment between the strategic services team and Evergreen's business development, delivery, and growth strategies.
- Serve as a liaison between the Strategic Services team and cross-functional partners to ensure alignment of workflows, systems, and communications
- Translate Strategic Services operations and capabilities into accessible resources and tools that help key stakeholders (e.g., Client Partnerships, Consultant Engagement) understand Strategic Services offerings and capabilities
- Collaborate on the development of internal dashboards, proposal pricing templates, reporting tools, and other assets that enable consistent collaboration between teams

### **General**

- Uphold Evergreen's mission (Create authentic partnerships that improve healthcare) and values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).

- Cultivate meaningful relationships across Evergreen and with external partners.
- Embrace radical candor by developing relationships across Evergreen and providing direct feedback and recognition at all levels.
- Communicate in meetings, one-on-ones, and daily interactions with clarity, purpose, and respect for the individuals involved in the discussion.
- Participate in or lead cross-functional projects.
- Coordinate and support company-wide programs and special projects.
- Serve as subject matter expert for your team and role.
- Support colleagues and Evergreen's growth by participating in hiring, onboarding, ongoing training, and other duties as assigned.
- Participate in the development, documentation, and improvement of processes, procedures, and policies, in alignment with Evergreen's mission and values.
- Assist and back up other colleagues when necessary.
- Embrace change as Evergreen scales systems and processes.
- Attend Evergreen's in-person annual retreat one time per year.

## **Qualifications**

### **Required Qualifications**

- Bachelor's degree or higher.
- Ten or more years of experience in healthcare, health-tech, or consulting services, including direct experience supporting client delivery operations, project staffing, or strategic consulting teams.
- Demonstrated experience managing cross-functional workflows and internal coordination at scale.
- High attention to detail, including strong time management, analytics, organization and active listening skills.
- Advanced proficiency in Microsoft 365 tools, especially Excel and PowerPoint; experience with CRM, ATS, and/or project management tools preferred.
- Strong analytical, problem-solving, and communication skills.
- Proven ability to lead through influence, manage competing priorities, and implement process improvements.
- Demonstrated commitment to put forth consistent effort and successfully complete assigned tasks in a timely manner without sacrificing quality.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **Salary Range**

\$ 125,000+ depending on experience, in addition to bonus eligibility and a comprehensive benefits package.

### **Work Hours + Travel Requirements**

Evergreen's core working hours are 9am – 5pm Central Time, and most of our internal meetings take place during this window. This may vary based on the business hours of your client partners. In addition, work may occur outside core business hours while on business travel or to address urgent client needs. Occasional travel up to 20% per year, depending on project needs. If remote, travel might include annual visit to Evergreen's headquarters in Middleton, Wisconsin.

### **Physical Demands**

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 15 pounds at a time.

**Work Authorization Requirements**

Evergreen is interested in every qualified candidate who is eligible to work in the United States. However, we are currently unable to sponsor work visas. At this time, candidates must reside in the U.S. to be eligible to work at Evergreen Healthcare Partners.