

We would like to thank all candidates for expressing their interest. Please note that only those selected for interview will be contacted. NO PHONE CALLS, PLEASE.

In-Common Laboratories is an equal opportunity employer.

We offer accommodation for applicants with disabilities, as required, during the recruitment



ICLabs.ca

**APPLY BY MAR 30, 2018** To: [shamsakhundova@iclabs.ca](mailto:shamsakhundova@iclabs.ca)

## **DIRECTOR OF OPERATIONS (LABORATORY AND QUALITY)**

- Full-Time Position reporting to Chief Executive Officer
- ICL offers a comprehensive benefits package, including HOOPP (Healthcare of Ontario Pension Plan)
- Based in Toronto. Travel to other sites will be required
- Areas of Supervision: Laboratory and Patient Service Centre in Toronto; Patient Service Centre in Oakville
- Operational Focus: Laboratory Diagnostic Testing; Services for Naturopathic Doctors

In-Common Laboratories (ICL) is recruiting for the full-time role of Director of Operations (Laboratory and Quality) to supervise the day-to-day operation of the laboratories and to manage a team of 18 direct reports. An experienced, energetic leader is needed to nurture a laboratory operation that is effective, responsive and competitive and to empower a culture that reinforces high levels of client service, efficiency, participation, commitment and team spirit. The position reports to the Chief Executive Officer and is a full member of the Leadership Team. As a member of a Leadership Team, the Director of Operations contributes to the development of the strategic plan and manages the tactical execution of the brand, reputation and operations of the company including the laboratory and client services.

This is a “hands on” leadership role relying heavily on each of the four pillars:

**Lab Operations  
(Laboratory and Patient  
Service Centres)**

**People  
management**

**Quality  
Management**

**Excellence of  
Service**

We are looking for a ‘working’ leader, someone who can represent operations at the leadership table and at the same time ‘roll up the sleeves’ and do the work. If you are that type of a leader, we want to hear from you!

### **Major Responsibilities**

- Provide oversight of the day-to-day operations of the laboratory and patient services centres, including logistics, specimen handling and phlebotomy
- Manage employment relationship from recruitment to scheduling to daily supervision to direction of work to performance management to discipline to coaching and counselling
- Develop, sustain and embed strong relationships with clients, reference lab suppliers, naturopathic practitioners’ suppliers and vendors and ensure that expectations are met, including the onboarding of clients and new suppliers
- Sustain a culture that reinforces a high level of client service and efficiency
- Create a ‘best in class’ client and service level orientation for all staff

- Lead realization of the quality management system by acting as a Quality Manager and ensure that all lab activities and documentation comply with established standards of practice, accreditation requirements and ethical standards
- Work in sync with other area leaders to ensure smooth running of business
- Implement, operationalize and maintain analytical services.

### **Knowledge/Skills/Abilities/Other Characteristics**

- MLT Designation is a must. Bachelor in Business or Health Administration is an asset
- Maintain required professional designations; Attend and participate in professional meetings
- 5+ years in laboratory management
- 3+ years of direct people management experience
- 2+ years in a quality manager role
- Has a track record of management and empowering a productive, relevant workforce
- Experience in project management is preferred
- Excellent written and spoken English
- Advanced technical skills
- Ability to build strong relationships and teamwork spirit
- Willingness and adaptability to change
- Ability to problem solve and strong analytical skills
- Strong verbal, written and reasoning skills
- Advance skills in Microsoft Office products, document control software, LIS

### **About ICL**

In-Common Laboratories is located in North York, Toronto and is a private, not-for-profit Canadian corporation operating since 1967. ICL is Canada's only national lab referral coordination network. ICL acts as a broker with access to world-class hospital testing facilities within its referral network. Over 500 Canadian and international clients and their patients benefit by having ICL be responsible for an end-to-end brokerage service for their lab tests. In 2012 and under new leadership ICL began the process of re-invention, expanding its business model from traditional hospitals to include patient service centres and the new emerging field of integrative laboratory services (ILS). ICL now supports naturopathic doctors across Canada with a comprehensive test menu and web portal connectivity. Presently ICL has two patient service centres, one in Toronto and the other in Oakville servicing patients of naturopathic doctors and one laboratory.