



Position Description

Business Operations Manager

About the role

HealthBegins, a mission-driven healthcare consulting firm and social enterprise based in Los Angeles, is accepting applications for a Business Operations Manager with a proven track record of successfully ensuring that the day-to-day execution of the business is organized and aligned to strategic priorities by working with cross-sector, remote staff, clients and partners in health and healthcare.

Reporting to the Managing Director, this position will oversee HealthBegins' business operations and put procedures in place that will help maintain the company's operations to ensure maximum efficiency and social impact. This will involve overseeing business operations, human resources, and managing budgeting and spending.

About HealthBegins

Founded by physicians and public health experts, HealthBegins is a social enterprise that believes that health care is better when it routinely addresses "upstream" social and environmental conditions that make people sick, especially for our most vulnerable patients and communities. HealthBegins advances a culture of health by mobilizing and equipping health professionals to improve care and the social and structural determinants of health, including structural racism. Drawing on firsthand experience of building and leading healthcare improvements, HealthBegins is a leading network for "Upstreamists," professionals who systematically integrate clinical care and community health efforts. We provide strategic consulting, improvement, and training solutions. Led by Dr. Rishi Manchanda, HealthBegins has activated thousands of providers, educators, payers, and community partners around the world to improve care and the social factors that make people sick in the first place. For more information, please visit www.healthbegins.org.

Responsibilities

Oversee business operations, human resources, and managing budgeting and spending to ensure maximum efficiency and social impact by managing the following responsibilities:

- Business operations
 - Collating and maintaining lead and client information in a CRM database
 - Support client business proposal development and/or grant writing process
 - Contract management for new partners, employees and contractors (e.g. completing NDAs, preparing, reviewing and finalizing agreements, storing all related forms)
 - Contract review/ compliance for all existing contracts
 - Review and ensure project management standards are met and relationships across client projects are strong
 - Routine and ad hoc insurance renewal, audits, and certificate pulls for clients

- Serving as project manager for certification applications including for B Corp certification and MBE certification
- Human resources
 - Work with HR manager to maintain HR policies, ensure trainings are completed
 - Support employee performance review process
 - Setting up backend for new employees and contractors (e.g., access to software and databases)
 - Offboarding separated employees and contractors
 - Communicating with bookkeeping on upcoming hires and projects
- Budget and financial management
 - Support client project budget development
 - Review and update staffing/resource allocation across client projects
 - Approve invoices for accounts payable
 - Client invoicing and obtaining client approval for overages
 - Working with accounting/bookkeeping to generate financial reports and budget.

Attributes include:

Mission-aligned; superior managerial and diplomacy skills; ability to plan at both a strategic and implementation level; clear communicator with great attention to detail and organization; proactive, team player, strong interpersonal skills; demonstrate strong self-awareness and situational awareness; self-motivated and directed; comfortable with change and ambiguity; experience and/or strong interest in social determinants of health, health equity and justice.

The qualified candidate possesses broad experience in handling difficult or sensitive situations, in a professional, timely, and thorough manner. Must be able to work as part of a diverse team and with a diverse range of people, in a remote working environment.

Required skills and qualifications include:

- Bachelor’s degree in business administration or related field
- 5-7 years of related experience working within business operations
- Relevant experience working in public health, community health, and/or healthcare industry
- Thorough understanding of practices, theories, and policies involved in business operations
- Extremely proficient in Microsoft Office and Google Suite software
- Strong project management experience
- Excellent analytical, decision-making, and problem-solving skills
- Experience with databases and project management software
- The ability to interpret financial data and allocate budgets

Physical work demands:

- Ability to communicate orally with others.
- Regular use of the telephone, laptop camera, and e-mail for company communication is essential.
- Sitting for extended periods is common.
- Standing at a workstation for extended periods.

- Ability to distinguish standard colors.
- No heavy lifting is expected. Exertion of up to 10 lbs. of force occasionally may be required (e.g., the approximate weight of 3 large telephone books).
- Good manual dexterity for the use of common office equipment such as laptops and calculators.
- Ideal candidate is willing and able to work during normal business hours on Pacific Time. This position is remote, and the candidate must reside in California, New York, or Washington (state).
- Reasonable accommodations will be provided to support candidates to work remotely, regardless of physical ability.

The compensation range for this full-time position is \$69,000 to \$95,000. To apply, please submit your cover letter and resume to Sadena Thevarajah at sadena@healthbegins.org. Profiles without a cover letter and resume attached will not be accepted. We appreciate all interest in this opportunity but we ask that only those who meet the above criteria apply please.

*HealthBegins strives to maintain a diverse and inclusive workforce through recruitment, retention and promotion policies. **We strongly encourage people who have been directly impacted by the social needs and systemic barriers we address to seek employment with us.** HealthBegins believes that all persons are entitled to equal employment opportunities and does not discriminate against its employees or applicants because of race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, sexual orientation, disability, or medical condition.*