



POSITION DESCRIPTION

BUSINESS OPERATIONS MANAGER (Full Time)

ABOUT THE ROLE

HealthBegins, a national mission-driven healthcare and health equity consulting and training firm based in Los Angeles, is accepting applications for a Business Operations Manager to join our team. The ideal candidate will have 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 remote staff, clients, and partners in health and healthcare.

Reporting directly to the Managing Director, this position will oversee HealthBegins' business operations and manage and develop procedures and systems 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. This is a full-time, salaried position.

WHY WORK AT HEALTHBEGINS

You'll join [HealthBegins](#), a mission-driven firm that drives radical transformation in health by helping healthcare and social sector clients improve the social and structural drivers of health equity for patients and communities. You'll join a fast-growing team that's inspiring and helping courageous leaders across the nation to make healthcare and society better by addressing the "upstream" social, economic, and structural conditions that make people sick, especially for our most marginalized patients and communities. You'll extend the reach and impact of our strategic consulting, training and education, technical assistance, and communications and advocacy services and products. And you'll join a work culture that provides great benefits, values, and supports you as you balance work and family commitments, and promotes excellence through team collaboration, continuous learning, transparency, diversity, equity, and inclusion.

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

- Develop, optimize, and maintain systems, processes, and tools to monitor and manage day-to-day operations
- Collate and maintain lead and client information in HubSpot CRM
- Contract management for new partners, employees, and contractors (e.g., completing NDAs, preparing, reviewing, and finalizing agreements, storing all related forms, etc.)
- Contract review/compliance for all existing contracts
- Review and ensure project management standards are met and relationships across client projects are strong
- Manage routine and ad hoc insurance renewal, audits, and certificate pulls for clients
- Oversee certification applications including for B Corp certification and MBE certification
- Liaise with HR representative to ensure business compliance across states

Human Resources

- Work with HR representative to create and maintain HR policies
- Ensure that proper HR trainings are completed

- Own employee performance and professional review process
- Setting up backend for new employees and contractors (e.g., access to software and databases)
- Offboarding separated employees and contractors
- Create a safe and engaging work environment for the employees
- Create monthly activities for the team

Financial

- Communicate and liaise with the bookkeeping team on upcoming hires, clients (prospects, leads, qualified leads, and closed/won), purchases, and HR compensation and benefits.
- Provide budget and financial management
- Support client project budget development
- Review and update staffing/resource allocations across client projects
- Approve invoices for accounts payable
- Manage client invoices and obtain client approval for overages
- Work with accounting/bookkeeping to generate financial reports and budget

PREFERRED LOCATION AND TRAVEL REQUIREMENTS

We prefer candidates based in California but we are also accepting applicants who live in Washington (state) or Massachusetts. This is an opportunity for remote, in-person and/or hybrid work based on the needs of the position and candidate. This position may require up to 10% travel, subject to change based on public health considerations.

While our teams are currently working remotely, we expect to reopen our offices in 2022 based on public health guidance. The ideal candidate is willing and able to work during regular business hours on Pacific Time.

ATTRIBUTES INCLUDE:

- Desire to learn, to uncover answers, go-getter
- Well-organized and clear communicator with attention to detail
- A self-starter who honors the value of teamwork, gathers needed diverse perspectives, and exercises judgment to provide clear recommendations and make important decisions
- Strong interpersonal and client relationship skills, self-awareness, and situational awareness
- Ability to manage multiple projects simultaneously and prioritize issues/escalations
- Intellectually flexible and comfortable with change, ambiguity, and an environment of continuous learning and improvement
- Mission-driven with intellectual curiosity and interest in learning about social and structural drivers of health equity and how to improve them
- Possesses broad experience in handling difficult or sensitive situations in a professional, timely, and thorough manner
- Commitment to work in and support diversity, equity, and inclusion in the workplace
- Quick analysis, troubleshooting, and problem resolution skills
- Must be willing to provide references and have information from their resume and interview verified
- Must have work authorization to work in the United States.

PHYSICAL WORK DEMANDS:

- Ability to communicate orally with others
- Regular use of the telephone, laptop camera, and email for company communication is essential
- Sitting and/or standing for extended periods at a workstation is common
- 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)

- Will provide reasonable accommodations to support candidates to work remotely and to support physical ability

QUALIFICATIONS INCLUDE:

Required:

- Bachelor's Degree in business administration or a related field
- 3-5 years of related experience working within business operations
- Strong interest and commitment to advancing health equity
- Relevant experience working in public health, community health, and/or the healthcare industry
- Thorough understanding of practices, theories, and policies involved in business operations
- Highly proficient in Microsoft Office, Google Workplace software, and Slack
- Strong project management experience
- Experience in databases and project management software
- Experience working within a matrix organizational structure

Preferred:

- Master's Degree (e.g., MBA, MPH, or MHA)
- Business operations experience in or with social enterprises, nonprofits, healthcare delivery systems, health plans, human service providers, and/or philanthropies
- Proficient in HubSpot and ClickUp

The compensation range for this position is \$70,000 to \$95,000 commensurate with experience. To apply, please submit your cover letter and resume to admin@healthbegins.org. We will not accept candidates without a cover letter and resume. 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.