



POSITION DESCRIPTION

DIRECTOR OF BUSINESS OPERATIONS (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 Director of Business Operations 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 is a critical leadership position for an experienced professional who can ensure maximum efficiency and social impact. This position will need to be able to independently support teams in pricing scopes of work, reviewing and approving contracts, ensuring contract compliance, hiring and staffing for projects, supervising all business operations functions, budget, and HR activities. The Director of Business Operations will play a critical role in ensuring that HealthBegins has the needed infrastructure to grow while maintaining quality and culture. 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 Medicaid-serving 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 community members harmed by systemic racism. 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:

As a core member of the HealthBegins leadership team, the Director of Business Operations will 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. Identify and recommend improvements to day-to-day operations on an ongoing basis such as identifying quantitative and qualitative metrics and standards for evaluating company efficiency and effectiveness
- Support contract management for new partners, employees, and contractors (e.g., serving as main point of contact with client's contracts and management offices, completing NDAs, preparing, reviewing, and finalizing agreements, storing all related forms, etc.)
- Ensure compliance for all existing contracts
- Review and ensure project management standards are met and relationships across client projects are strong
- Design and supervise document storage and organization processes

- Manage information technology and security infrastructure
- Maintain knowledge of best practices and emerging technologies and trends in operations management
- Manage physical office needs and lease and other office supply matters
- Implement and supervise cross-organizational efforts to ensure that leads are followed up on and proposal and pitch development is completed in a high quality manner

Financial

- Manage organizational budget and finances in collaboration with accounting. Periodically present on budget performance to the executive team including financial forecasts and performance against projections
- Communicate and liaise with the bookkeeping team on upcoming hires, clients (prospects, leads, qualified leads, and closed/won), purchases, and HR compensation and benefits
- Support client project budget development
- Manage department budget request collections and approval processes
- 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 budgets
- Develop and maintain price books, rate sheets, and sales quotes

Human Resources

- Oversee recruitment, hiring, and onboarding processes for staff across states
- Oversee relationship management with company vendors and software platforms, including PEO (Justworks)
- Oversee ongoing communication, training, and implementation of operations-related policies, practices, and standards across the company
- Direct the creation and maintenance of HR policies
- Ensure that proper HR trainings are completed
- Own employee performance and professional development processes
- Direct backend setup for new employees and contractors (e.g., access to software and databases)
- Offboard separated employees and contractors
- Supervise the development and implementation of a robust and evolving staff engagement program aimed to create a safe and engaging work environment for the employees
- Maintain knowledge of best practices and emerging technologies and trends in human resources
- Oversee team competency and coverage through cross-training, leadership development, and supporting succession planning
- Oversee relationships with external HR-related vendors

Special Projects

- Oversee certification applications including for B Corp certification and MBE certification
- Shepherd "Great Places to Work" onboarding process

Supervision

- Supervise operations division staff
- Supervise staff and contractors assigned to business development and lead/prospect pipeline management functions

PREFERRED LOCATION AND TRAVEL REQUIREMENTS

The ideal candidate can accommodate meetings during business hours on Pacific time. This position will be primarily remote until June 2023, at which time the organization may consider in-person or hybrid

options for candidates in Los Angeles. This position may require up to 10% travel, including for company-wide staff retreats.

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
- Possessing 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

PHYSICAL WORK DEMANDS:

- Ability to communicate orally and in writing 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:

- Master's Degree in business administration or a related field
- 10 years of related experience working within business operations including management of contracts, budgets, and people
- Experience coaching multicultural, diverse, and remote staff and supervising high-performing teams
- 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
- 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.

Preferred:

- Business operations experience in a consulting environment
- Proficient in HubSpot and ClickUp

The compensation range for this position is \$90,000 to \$120,000 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.