

# Director of Business Operations

## About the position

HealthBegins is looking for a **Director of Business Operations** to join our team!

This is a full time, salaried position, reporting to the Managing Director.

As **Director of Business Operations**, you will 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 will 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.

## Who will love this job

- **A standout colleague** – you love collaborating with teams, whether internal or external, and innately build strong relationships (interpersonal savvy)
- **A problem-solver** – you think holistically, and connect the dots to act practically in order to solve inefficiencies and streamline existing processes (problem solving)
- **A go-getter** — you're a self-starter who is eager to tackle challenging tasks, uncovering answers and learning along the way (action oriented)
- **A commander** – gathers diverse perspectives, encourages direct debate, but isn't afraid to make a decision, even it's unpopular; faces adversity head-on and is energized by making tough decisions (command skills)
- **A juggler** – flexible and comfortable with ambiguity, who manages multiple projects and changing timelines simultaneously and with ease (prioritization + learning on the fly)
- **An advocate** - committed to managing, working in, and supporting diversity, equity, inclusion and belonging in the workplace, and helping everyone understand why DEIB matters in the pursuit of health equity (managing diversity)
- **A mediator** - you have been in challenging situations before, and possess broad experience in handling difficult or sensitive situations in a professional, timely, and thorough manner (conflict management)

## What you'll do

- 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;
- Play a critical role in ensuring that HealthBegins has the needed infrastructure, people, and systems to grow, while maintaining quality and culture;
- Audit existing processes and establish KPIs and OKRs for overall organizational performance management by developing, optimizing, and maintaining systems, processes, and tools;
- Serve as main point of contact for contract management and compliance across the organization new partners, employees, vendors, and third party contractors; ensuring adherence and compliance;
- Review and make recommendations on how to best organize internal assets and workflows;

### **Business Development**

- Assist and contribute to business development initiatives, managing timelines and internal/external expectations as appropriate;
- Review and ensure project management standards are met and relationships across client projects are strong;
- Implement and supervise cross-organizational efforts to ensure that potential business leads are followed up on in a timely manner.

### **Financial**

- Partner with executives and ops teams to define financial forecasts and spending; generating reports and guidelines to regularly present forecasts and performance against projections;
- Manage and approve departmental budget requests, reviewing and approving estimated spending on: upcoming hires, AP, clients (prospects, leads, qualified leads, and closed/won), purchases, and HR compensation and benefit + Review and update staffing/resource allocations across client projects;
- Support client project budget development by evaluating market competition and reviewing price books, rate sheets, and sales quotes, while managing client invoices and obtaining client approval for overages.

### **People**

- Own full lifecycle of employee experience: from initial outreach to offboarding, and everything in between;
- Structure employee experience thoughtfully and purposefully; resourcing business needs against talent needs effectively, understanding the need to build businesses cases against revenue for temp, perm, contract hiring;
- Cultivates a culture of inclusivity, transparency, and ownership – holds themselves accountable to the missions and values of Healthbegins and impresses the value of the organization onto others;

- Design and lead performance management and engagement by reviewing existing processes, ensuring HealthBegins is cultivating an ecosystem of inclusivity and growth; establishing HR and L&D trainings as needed to help individuals reach goals;
- Ensure third party vendors and systems for benefits, payroll, ATS, HRIS, etc., are commensurate with growth and organizational OKRs.

### **You should have**

- A proven track record of successfully ensuring 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;
- Master's Degree in business administration, related field or at least 10 years of commensurate experience in business operations, inclusive of contract management and compliance, financial management and forecasting, accounts payable, and people management;
- Remote leadership experience with a highly multicultural and diverse, inspiring and developing high-performing teams;
- Experience working in public health, community health, and/or the healthcare industry; or a history of commitment/demonstrated interest in advancing health equity;
- Demonstrated, measured, success utilizing project management methodologies, systems and tools across multiple business functions.

### **Physical requirements**

- Ability to accommodate meetings on Pacific Standard Time;
- 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;
- Ability and willingness to travel up to 10% of time, inclusive of company retreats.

### **Why work at HealthBegins**

HealthBegins is a mission-driven consultancy 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.

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

### **How to apply**

In order to apply, you must be authorized to work in the United States.

To apply, please submit your cover letter and resume to [admin@healthbegins.org](mailto: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.