

Operations Associate

Full-time | Salary range starts at \$45,000



About VitalTalk:

VitalTalk's mission is to teach clinicians how to be better, more compassionate communicators with seriously ill patients and their families. We do this primarily through teaching face-to-face communication courses. Through our online module, communication skills course, train-the-trainer program—and via our community of trained faculty—we reach thousands of clinicians a year. We are both a startup and a nonprofit. We are also at a critical junction, where functioning systems and efficient processes will mean the difference between future growth or stagnation. Our courses are in high demand and are forecasted to grow 20+% in 2019. We are looking for an Operations Associate to join our growing team and support this rapid growth.

Our culture:

The words startup, nonprofit, and healthcare each conjure up different ideas of work and culture. We like to think of ourselves as a great mix of all three:

- 1) **Startup Mentality:** We operate nimbly, on a tight budget, and constantly iterate to deliver a better product today than we did yesterday. Concrete absolutes rarely exist in our daily work.
- 2) **Nonprofit Core:** We believe deeply in the power of our impact, care for the work-life balance of our employees, and use our mission and data to drive our progress.
- 3) **Healthcare Ecosystem:** We interact with brilliant clinicians and healthcare systems on a daily basis, helping them improve their communications with patients while reducing burnout.

Position summary:

The Operations Associate is a newly created role at VitalTalk, reporting to the Director of Operations. As an integral part of our operational side of the house, this position will assist with: 1) platform and system maintenance and other procedures in partnership with the Director of Operations, and 2) support for the programs team through strategizing systematic solutions and other process and system improvements. Most importantly, the Operations Associate must have a hungry curiosity and willingness to be a creative problem solver. As a “system clinician,” you will have a desire to treat both the symptoms and the root causes of operational issues that arise. Deep attention to the details, excellent project management skills, ability to live with degrees of uncertainty, and flexibility while juggling competing priorities are necessary skills for this position.

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Specific qualifications include:

- Passion and commitment to furthering VitalTalk's mission
- Bachelor's degree or equivalent, 3-5 years experience a plus
- Creative problem solver with the ability to translate strategy to tactics and drive operational results
- Proven project management experience
- Highly organized and analytical thinker
- Flexible and adaptable to evolving needs and conditions
- Knowledge of CRM required, Salesforce experience preferred
- Knowledge of website maintenance and/or working with developers required, WordPress experience preferred
- Ability to interact with people of all ages and backgrounds

If you were working with us, here are some things you would have done in the last month:

- ***Managed the overall maintenance of our Salesforce org***
 - Removed pesky duplicate records and strategized ways to prevent future ones
 - Created useful reports and dashboards to answer time-sensitive data questions from the programs team
 - Worked with the programs team to strategize how to automate repeated tasks and started working on building those improvements
 - Imported course learner data from one of our client courses
 - Increased your Salesforce knowledge by attending local user group meetings, reading up about new features online, and learning new skills via Trailhead
 - Helped the Director of Operations revise the 12-month roadmap for VitalTalk Salesforce enhancements
- ***Overseen our two WordPress-based websites: 1) our public website and 2) a private login site for graduates of our courses***
 - Investigated WordPress-Salesforce sync issues for our login site with external consultants
 - Ensured our newest clinician graduates have functioning login credentials
 - Provided excellent customer service to VitalTalk faculty who found platform bugs or needed password resets
 - Researched to prepare our sites for the WordPress 5.0 upgrade and Gutenberg
- ***Taken a lead role in managing our various other systems, platforms, and tools***
 - Brainstormed new ways to use existing integration, like FormAssembly and Zapier, to better connect our systems

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- Helped develop improved processes so invoicing and reporting can happen smoother and with more transparency amongst the team
- Investigated cost and time savings possibilities with Vimeo, Expensify, Eventbrite, Basecamp, Bill.com, MailChimp, and Trello
- Benchmarked and evaluated new platforms to increase business efficiency

To apply:

VitalTalk is a progressive and innovative equal opportunity employer based in Seattle, Washington. Compensation and benefits will be competitive and reflect not only the current budget and size of the organization, but the expected growth and development. Benefits include full-paid medical insurance, paid time-off, commute assistance, cell phone reimbursement, a dog-friendly office, and plenty of office snacks (you'll get to help choose!).

Interested candidates should send a resume and cover letter (addressed to "Whom it may concern") to [hiring@vitaltalk.org](mailto: hiring@vitaltalk.org) with the subject line "Operations Associate – Your Name." Beyond the usual cover letter lingo, be sure include one example of something you are passionate about that took planning, creative problem solving, and determined execution.

The position will remain posted until filled and interviews will be granted on a first-come basis for qualified applicants.

VitalTalk provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, creed, sex, sexual orientation, gender identity, national origin, ancestry, age, veteran status, disability unrelated to job requirements, genetic information, military service, or other protected status.