



## **Operations Coordinator**

The Institute for Clinical and Economic Review (ICER) is an innovative, independent non-profit health care research organization dedicated to ensuring sustainable access to high-value care for all patients. ICER produces influential public reports evaluating the clinical effectiveness and value of new treatments, tests, and delivery system interventions. These reports have strongly influenced insurance coverage policies and clinical guidelines while gaining prominence within the national debate over the cost of health care. ICER thrives on the entrepreneurial spirit of its employees to empower patients, clinicians, and policymakers in their quest for better care at lower costs. In everything we do, our organization seeks to foster an honest public dialogue about the evidence on effectiveness and value, and to translate this evidence into action to improve patient care.

As ICER's influence grows, we are excited to be building organizational capacity. We are currently seeking an ***Operations Coordinator*** to support the operational and logistical infrastructure ICER needs as it expands. Details on the specific responsibilities and minimum qualifications are provided on the next page. Before going there, however, ask yourself the following questions:

1. Do you thrive in an environment where you are responsible for making things work like a well-oiled machine? Are you cool under pressure when faced with a critical infrastructure challenge?
2. Do you get excited about finding new, efficient solutions and processes for basic office functions? Do you love binders, spreadsheets, and a good color-coding system?
3. Do you believe in the power of infrastructure to propel an organization to the next level? Are you thrilled by the prospect of putting your operational talents to work to advance ICER's mission?

If you've answered "yes" to each question, read on!

## **Operations Coordinator**

Reporting directly to the Deputy Chief Operating Officer (DCOO), the Operations Coordinator supports the organization's office management and operational needs. A great candidate for this role is a recent, or soon-to-be, graduate who is driven, entrepreneurial, and looking to work in a mission-driven environment.

The Operations Coordinator will be responsible for keeping the nuts and bolts of the organization in working order and partnering with the DCOO to improve operational systems and processes. Depending on the candidate's skills and interests, there are many opportunities to expand this role and take on special projects to help build organizational capacity.

### **Core Job Responsibilities:**

- Champion day-to-day office management, including proactively maintaining office, kitchen, and tech supplies by checking stocks to determine inventory levels, placing and expediting orders, and reaching out to the team to make sure everyone has what they need.
- Work closely with the Talent Acquisition and HR Manager to assist with recruitment through applicant tracking and scheduling, partnering with hiring managers, candidates, and other stakeholders to ensure a seamless interviewing experience for all involved
- Work with the Talent Acquisition and HR Manager on various HR initiatives, including those related to onboarding, compliance, and culture.
- Manage select vendor relationships and identify areas for increased efficiency and savings.
- Act as a host to our office and its personnel by anticipating and accommodating staff needs, setting up conference rooms and workspaces, welcoming visitors, and volunteering for one-off tasks to facilitate a smooth business environment.
- Maintain organization's internal and external list-serves and address books, developing and documenting protocols to ensure seamless institutional knowledge.
- Perform office support duties, including distributing mail, answering calls/taking messages, and troubleshooting equipment malfunctions.
- Serve as additional interface with building management regarding facilities.
- Co-lead the "Fun Committee" to plan and execute staff events for holidays, birthday celebrations, and employee recognition.

### **Opportunities for Operational Projects:**

As ICER grows, there are an expanding number of operational initiatives the organization will need to champion. The Operations Coordinator will have the opportunity to actively shape and help implement these initiatives in partnership with the DCOO, especially after having demonstrated exceptional performance in their core job responsibilities. Some of these potential initiatives include:

- Designing and implementing an organization-wide database to track projects, contacts, donors, and vendors.
- Improving orientation processes, curriculum, and materials.
- Coordinating the move to a larger offices space, facilitating a seamless transition for staff.
- Collaborate with DCOO and Talent Acquisition and HR Manager in efforts to cultivate exceptional workplace communication, accountability, and culture.
- Other projects that the coordinator identifies and pitches to the DCOO as necessary to increasing capacity and function!

### **Qualifications**

- A recent or prospective May 2020 graduate with 1-3 years of experience in administrative support, office management, event management, or project management
- Meticulous attention to detail and an eagerness to demonstrate excellence, problem-solve, and proactively assist in addressing emerging organizational needs
- The highest levels of personal initiative, accountability, and integrity—a willingness to ask questions and take responsibility for actions (even when errors are made)
- Ability to work both independently and collaboratively, with demonstrated judgment about when to plow ahead and when to consult a manager.
- Self-starter, working well without close supervision and taking ownership of responsibilities.
- Excellent verbal and written communication skills. Candidate must have proficiency with word processing, spreadsheet, emailing, and database management software, including facility with MS Office Suite (Word, Excel, PowerPoint, Outlook, OneNote) and Adobe Suite.
- Knowledge and/or interest in the health care industry, especially health policy, a plus.
- Bachelor's degree or equivalent experience.

ICER offers a competitive salary and benefits package.

*It is not intended that the above listed duties reflect every job duty, responsibility or task that the employee may be called upon to perform. The employee is expected to perform all job-related duties and tasks assigned by his/her supervising manager or other authorized manager.*

Interested candidates should e-mail resume and cover letter to [careers@icer-review.org](mailto:careers@icer-review.org); please also include contact information should we wish to schedule an interview.