

About The Role A leading digital healthcare organization is seeking a **Healthcare Operations Associate** to support the expansion of its medical services, as well as manage relationships, partnerships, and operations with compounding pharmacies and clinical vendors. This role will be responsible for overseeing pharmacy inventory, packaging, shipment, and fulfillment of medication orders, which have significantly grown due to the expansion of GLP-1Rx offerings and will continue evolving.

**What You'll Be Doing-** Manage daily pharmacy and clinical operations, including order and patient issue resolution, inventory management, vendor management, and development of clinical programs.

- Utilize vendor management systems and electronic medical records (EMR) for documentation and coordination.
- Serve as a liaison between clinicians, patients, and pharmacy teams to ensure seamless communication and support.
- Collaborate with customer service and health coaching teams to address patient needs and troubleshoot issues.
- Manage Help Desk tickets in Jira (or other ticketing systems) and follow up with Care Coordinators.
- Work cross-functionally across departments to achieve company goals and drive business success.
- Assist with clinical quality program management, ensuring adherence to protocols through chart audits.
- Contribute to the development, implementation, and updates of new and existing clinical programs.
- Provide guidance on care coordination and prior authorization requests in alignment with established medical protocols.
- Perform additional responsibilities as assigned to meet business needs.

**What's Required -** Minimum of 2 years of experience in digital healthcare, pharmacy, or telemedicine.

- Bachelor's degree or equivalent level of relevant education.
- Proficiency in using pharmacy and/or telehealth management systems.
- Prior experience in vendor and/or program management, compounding pharmacies, or healthcare operations.
- Strong self-starter mindset, empathy, professionalism, and interpersonal skills to effectively engage with clinicians, patients, and internal teams.
- Experience in clinical quality assurance review is a plus.
- Knowledge of medical terminology and a thorough understanding of HIPAA compliance.
- High attention to detail and strong organizational skills.
- Excellent written and verbal communication skills with the ability to interact effectively with medical professionals, pharmacy representatives, and patients.
- Ability to work

independently in a fast-paced environment and manage multiple priorities.- Comfort with technology and digital healthcare platforms, including proficiency with EMR/EHR systems.- Experience with Looker, Iterable, Mixpanel, Zendesk, and Jira is a plus.

**What Makes This Job Amazing**

- The opportunity to help millions of people lead healthier lives every day.- Significant learning and professional growth opportunities, with support for books, courses, and conferences.- A high-performing and collaborative team environment.- Exposure to a dynamic and impactful role with room for career advancement.

**Compensation** The base salary range for this full-time position is **\*\*\$91,000 - \$124,000\*\*** in the United States. The actual placement within this range will depend on factors such as relevant experience, assessment of functional skills, and scope of responsibilities. This range does not include potential bonuses or equity packages.

**Additional Benefits** A comprehensive total rewards package, which may include:

- Performance-based bonuses and stock awards
- Healthcare and retirement benefits
- Paid holidays and time off
- Disability benefits and wellness programs

**Location Options** Candidates may select from the following work locations:-

**\*\*In-office:\*\*** New York, NY, USA | Princeton, NJ, USA- **\*\*Remote:\*\*** United States