



# Example of Medical Operations Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is searching for experienced candidates for the position of medical operations. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for medical operations

- Participates in call monitoring and patient logs calibrations and reviews calls being disputed and manages the service quality for assigned teams
- Audits and observes supervisors to ensure coaching is effectively provided and documented
- Coaches and develops teams in all areas of performance including, but not limited to quality, quantity, productivity and leadership
- Directly manages a team of Engagement Coaches and directs their activities toward accomplishing engagement center goals and objectives
- Hires, trains, develops and retains a diverse workforce
- Partners with Recruiting team for any needed hiring needs
- Writes and conducts performance evaluations, makes employment decisions, sets performance goals and objectives for assigned team
- Works directly with the client(s) and helps develop a sound business relationship
- Demonstrates leadership abilities with business units using appropriate influencing and consensus building skills to manage expectations and cultivate relationships
- Ensures client KPI's are met or exceeded

## Qualifications for medical operations

- Minimum of 5 years of pharmaceutical industry experience, including monitoring clinical studies with appropriate knowledge of GCPs and

- Understanding of pharmaceutical R&D and Medical Affairs functions
- Familiarity with Investigator Sponsored Trial compliance and regulatory landscape
- Effectively interface with other line functions within Halozyme (e.g., Regulatory Affairs, CMC, Commercial, Project Management, ) and function autonomously as the CDMA line function lead to project teams
- Build strong relationships with external parties, such as key opinion leaders and clinical investigators