



Example of Operational Associate Job Description

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Our company is growing rapidly and is hiring for an operational associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for operational associate

- Act as a functional area Subject Matter Expert (SME), or departmental representative, during audits/inspections
- Utilize various Lean tools and techniques to diagnose, analyze and improve business processes
- Lead overall Affordable Care Act (ACA) risk adjustment program readiness and execution of complex program deliverables, milestones and metrics independently to achieve client risk adjustment goals
- Lead investigation of multiple operational and technical gaps and work with leadership to develop solutions within budget and aggressive 4 month timeline dictated by HHS for ACA program
- Foster strong relationships and collaboration with business and technical stakeholders to support program operations readiness
- Maintain end-to-end process knowledge and ensure seamless connections across multiple departments responsible for operational execution of assign programs
- Lead identification, design, development and deployment of operational and technical improvements to ensure long-term program scale to support future program growth
- Build and document operating design specification (aka blueprint) and ensure clarity of requirements for roles / responsibilities, technical capabilities, operating capabilities to support program
- Participates in senior-level discussions regarding this program (VP-level across

- Ensuring program milestones and client outcomes are delivered on time, on budget meeting quality standards and mitigating risks and issues

Qualifications for operational associate

- Demonstrated ability to communicate and build relationships with individuals at all levels including senior
- Experience with other software packages is a plus (e.g., Visio, Adobe Acrobat, MS Access, and MS
- At least 7 years' experience in Pharmacovigilance, Clinical pharmaceutical profession or allied field
- Oversight or tactical procedural development and operational experience is required
- Experience in a multi-functional organization is preferred
- Proficient knowledge of MS Office products, specifically Visio and MS Project is required