Operations Associate at Nomad Health

What is Nomad?

Nomad Health is the most efficient, cost effective way to hire quality clinicians. By leveraging modern technology, Nomad intelligently matches the right clinician with the right opportunity, speeding up the hiring process and resulting in higher quality care. Similar to what Airbnb, Uber, and eBay have done for other industries, Nomad provides an online marketplace for healthcare staffing that empowers clinicians to instantly search and apply to positions matching their qualifications. All candidates are fully vetted, adhering to Nomad's Joint Commission Accreditation standards. The end result is that healthcare systems swiftly hire better clinicians, who are paid more.

Today, Nomad operates physician and nursing staffing markets and will quickly grow to include job opportunities for other healthcare professionals, such as advanced practice and allied health providers. In aggregate, these markets represent a $20 billion — and growing — market.

At Nomad, you'll have a front row seat at an early stage startup that is shaking up healthcare. And you'll have the chance to make a deep impact on Nomad's business and drive the future success of the company.

What will you do at Nomad?

The Operations Associate will play a starring role in crafting and implementing strategies and workflows to better serve our clinicians. This will entail:
- Working with our customers and tirelessly solving their issues
- Identifying ways to improve our processes and workflows
- Handling all customer communication via phone, email, and chat
- Being the eyes and ears of Nomad and always finding opportunities to improve the customer experience
- Collaborating with the Nomad Product team to translate front-line insights into new products and services
- Embracing an "all hands on deck" culture

How will you get started at Nomad?

In your first six weeks at Nomad you will:
- Gain a thorough understanding of the Nomad Health end-to-end experience and business model
- Develop a deep familiarity with the temporary clinician staffing market, its key stakeholders, and its strengths, weaknesses, and opportunities
- Understand what motivates people and organizations to engage in this market
- Understand the various interaction points between clinicians and clients on the Nomad platform
- Be responsible for all customer questions and issues via phone, email, and chat
- Support travel nurses throughout their journey from job search to working an assignment

In your first six months at Nomad you will:
- Have a full understanding of the healthcare staffing market
- Help design and establish a successful operations and customer success workflow that delights our customers in a timely fashion and improves Nomad's placement rate
- Become the Nomad expert on solving customer questions, issues, and complaints

Of course, over this timeframe, the product and the company's needs will change, so your role will also evolve with time — with a sharp eye towards your professional development and personal satisfaction.

Who will you work with?

As a critical, early member of the Nomad team, you will interact frequently with members of the Operations, Management, Business Development, and Product teams.

Who are you?

You are an energetic, highly-personable, business driver who thrives on delighting customers. You enjoy identifying problems and designing scalable solutions so that future customers have a better experience. You are very organized and detail oriented. You are a strong communicator and have a knack for helping people solve their problems. You are eager to work in a changing, high-growth startup. You have previous operations, customer success, or project management experience and ideally start-up experience. You are easygoing and fun to hang out with. We will be spending a lot of time together after all! You have at least 1-3 year of work experience in a relevant role. Most importantly, you just can't wait to join our team!

How to apply

Ready to disrupt healthcare? Email us at careers@nomadhealth.com.