



Operations Associate at Nomad Health

What is Nomad?

Nomad is a revolutionary, tech-driven platform that is simplifying healthcare staffing. We are building a marketplace that enables clinicians and the institutions that hire them to find each other and transact directly, without a broker. Nomad cuts out mountains of paperwork, faxes, and phone calls, and moves everything online. It makes staffing faster, more transparent, and substantially less expensive. Nomad is simple, modern healthcare staffing.

Nomad is launching in the temporary physician staffing market and will quickly grow to include the temporary nursing and allied health provider markets. All together, these represent a \$15 billion - and growing - market. Nomad further plans to expand into other areas, including telemedicine staffing, permanent position staffing, and credentialing services.

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 recruiters on the Nomad platform
- Be responsible for all customer questions and issues via phone, email, and chat
- Support doctors and nurses once they have been placed on 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 Management, Business Development, and Product teams.

Your closest relationship will be with the VP of Operations, to whom you will directly report. Together you two will shoulder many of the responsibilities outlined above.

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.