Senior Operations Manager

About HCCI

The Health Care Cost Institute (HCCI) is an independent, non-profit research institute located in Washington, D.C. with a mission to produce and promote research and analyses on the causes of rising U.S. health spending. HCCI maintains a national, multi-payer, longitudinal dataset covering 55 million lives containing data on the private health insurance market in addition to 134 million Medicare and Medicaid beneficiaries, altogether representing over half of the U.S. population. Researchers and policymakers use HCCI’s data to study the health care system, evaluate existing and new policies, and assess health care quality. HCCI’s own multi-disciplinary team of researchers produces reports of import to major stakeholders in health care in an academic but fast-paced, small start-up environment. HCCI partners on projects with multiple leading academic institutions around the U.S., collaborates with media organizations such as The New York Times, Vox, The Washington Post, NBC, and KHN, and provides insights and recommendations to national and state legislators. For further information, please visit our website at www.healthcostinstitute.org.

Join the Team that Drives the Debate on National Health Care Spending

We are looking for someone to increase the efficiency of existing organizational processes and procedures to enhance and sustain the organization’s internal capacity. This position is ideal for candidates interested in improving the operations of a mission-oriented organization, including

The Senior Operations Manager will

- Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization.
- Implement, enforce and evaluate policies and procedures, including developing new policies and procedures if necessary
- Maintain an accurate filing and record keeping system for company documents, including financial statements
- Analyze process workflow, suggest improvements, and implement changes if necessary
- Manage relationships with key operations vendors
- Lead implementation of HCCI’s external researcher data licensing line of business
  - Be the primary point of contact of HCCI for current and prospective research teams
  - Support, update, and refine researcher and applicant tracking systems
- Manage short- and long-term projects with diverse groups of stakeholders
  - Analyze project progress and adapt scope, timelines, and costs to ensure that team adheres to project requirements
  - Coordinate internal and external resources, ensuring projects remain within scope, schedule, and defined budgets, in collaboration with HCCI staff and external clients
  - Attend all meetings for a state-level All-Payer Claims Database and ensure proper project documentation
● Establish and maintain relationships with appropriate client stakeholders, third-party vendors, and researchers, providing updates on project status and changes

In our candidates, we look for

● Ability to work in a collegial and learning work environment
● Excellent business judgment, analytical, and decision-making skills
● Ability to work and effectively communicate with senior-level business partners
● Excellent organizational and time management skills and highly attentive to detail
● Exceptional verbal and written communication skills
● Organized, responsible, thorough, and able to manage multiple projects simultaneously
● Proactive, willing to learn, and able to work well under pressure and with minimal supervision
● Knowledge of general business software and aptitude to learn new applications; proficiency in Microsoft Office (Word, Excel, Outlook)
● Desire to work in an exciting and all-hands-on-deck environment

You will be joining a hybrid team that works remotely as well as spending time in HCCI’s headquarters in Washington, D.C.

The annual salary for this position ranges from $95,000 to $105,000. HCCI also provides competitive salaries and benefits to full-time employees including a 403B retirement scheme with immediate vesting of a 10% employer contribution, health insurance, gym reimbursement, and other benefits.

Proof of COVID-19 vaccination is required for employment at HCCI.

To apply, please send a resume and cover letter to careers@healthcostinstitute.org, noting “Senior Operations Manager” in the subject line.