



Clinical Operations Associate

About Our High Growth Purpose-Driven Company:

Founded in 2011 by a physician and engineers from MIT and Harvard, Podimetrics set out on a mission to improve patient lives through early detection and prevention of diabetic foot ulcers, the leading cause of lower limb amputations. Podimetrics has since evolved to become a rapidly growing virtual care management company with advanced technology and patient-centric services.

Today, Podimetrics **teams** with and provides **solutions** to patients, providers, and payers that **alleviate** the health and financial implications of diabetic foot complications in **high-risk populations**. We are a **mission-driven, financially responsible** enterprise that enables patients to stand on their own feet and live more independent and fulfilling lives.

ABOUT THIS ROLE:

The Clinical Operations Associate is responsible for the clinical operations and workflows crucial to the mission and success of Podimetrics, a care management company with the leading solution to help prevent diabetic foot ulcers. The Clinical Operations Associate ensures seamless onboarding and monitoring of patients by providing the operational infrastructure and data quality control necessary to support the Care Management and Operations teams.

KEY RESPONSIBILITIES

The Clinical Operations Associate will be responsible for a wide variety of day-to-day operations including, but not limited to:

- Provide necessary clinical operations that service the Care Management team, such as generating daily call lists and clinical monitoring of patient scans.
- Input purchase orders and various data, while continuously maintaining up to date patient records in an accurate and timely manner.
- Troubleshoot slow product fulfillment or patient onboarding on a case-by-case basis by working closely with Shipping, Care Management, and Operations teams.
- Ensure daily Care Management notes and escalations are triaged appropriately and are accurately recorded.
- Contribute varied and flexible support to the Operations team.



CANDIDATE REQUIREMENTS

In order to succeed in this role, a candidate must be highly detail oriented and confident transcribing and analyzing sensitive patient information. An excitement for continuous learning and resourcefulness is a must. Proficiency in Google Suite is a plus. Candidates with various experiential backgrounds will be considered, though experience working in teams and with data is crucial. Experience in healthcare or reviewing patient related data is a plus, but not necessary.

Significant opportunities for growth, mentorship, and advancement along with competitive compensation and benefits are available. The successful candidate will embody the following competencies:

- **Honesty/integrity:** Earns trust and maintains confidences, doing what is right while not cutting corners ethically.
- **Accuracy and Detail-Orientation:** Create and review records thoroughly and accurately; don't let errors, omissions, or inconsistencies slip through the cracks.
- **Intelligence:** Learns quickly while demonstrating the ability to proficiently understand and absorb new information.
- **Reliability and Responsibility:** Take ownership and responsibility for operational excellence and contributions to a positive patient experience. Foster confidence from the team by consistently exceeding expectations

Benefits

- Flexible Personal Time Off
- 16 weeks of paid parental leave
- Competitive Medical, Dental and Vision plans – Podimetrics covers 80% of premiums
- Health Savings Account
- Pre-Tax commuter benefits
- Employee Assistance Program - Free confidential advice for team members who need help with stress, anxiety, financial planning, and legal issues
- 401k
- Adoption Assistance
- Life Insurance - Podimetrics pays 100% of the cost of Basic Life & Personal Accident Insurance
- Disability insurance – Podimetrics pays 100% of the cost of Short Term and Long Term Disability Insurance



PODIMETRICS

49 Day St., Suite A
Somerville, MA 02144
careers@podimetrics.com
(t) 617-616-5269

Podimetrics is an equal opportunity employer. We strive for diversity and are committed to creating an inclusive environment for all employees. Podimetrics does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business.