

JOB SUMMARY

Covalent Solutions (Covalent) is seeking a mission driven, highly motivated and collaborative **Operations Manager** to support the *All of Us* Research Program (AOU) at the National Institutes of Health (NIH). AOU was established to accelerate health research and medical breakthroughs to enable an era of precision medicine for all. The program seeks to achieve this mission through building relationships with one million or more participant partners, delivering the largest, richest biomedical dataset ever, and catalyzing a robust ecosystem of researchers eager to use the dataset to advance human health. By combining health-related information from a large pool of diverse participants, AOU will reach the scale and scope necessary to enable research on a wide range of diseases and health topics.

The Operations Manager is charged with working closely with AOU's Deputy Chief Financial and Management Officer to develop and implement organizational systems and processes to maximize efficiency, increase transparency and support future growth. An individual in this role will be exposed to a wide range of responsibilities and must have the ability to prioritize effectively, act quickly, maintain confidentiality and loyalty, and bring others along.

This opportunity is full-time with Covalent and is on-site (subject to COVID-19 restrictions) in Rockville, Maryland.

DUTIES AND RESPONSIBILITIES include, but are not limited to:

- Provide strategic guidance and advice to area leadership teams, bringing deep knowledge of business and program operations best practices.
- Support leadership teams in managing initiatives and their cross-functional teams through established processes, including a stage-gate process for business planning.
- Collaborate with leadership team to track and report all key performance indicators against annual, quarterly and monthly goals.
- Maintain management dashboards, reports and executive review documents that will drive business outcomes and strive for operational excellence.
- Establish new processes, tailor, improve and optimize existing processes to address initiative and program specific needs, with an eye towards having significant organizational impact.
- Prioritize and manage multiple initiatives simultaneously and follow through on issues in a timely manner.
- Manage initiatives according to established methodology and standards, including preventive management of roadblocks and generation of risk mitigation plans, and communication on initiative status to relevant stakeholders.
- Own agenda development, lead meetings through deliverables, outcomes and actions, and influence leaders to complete forward looking program plans.
- Develop briefing papers, talking points, presentations, data visualizations and background materials for meetings.

QUALIFICATIONS

Education:

- Bachelor's degree in Business or industry-related field required; MBA highly preferred.
- Experience in biomedical setting is a plus.

Work Experience:

- 5+ years of proven work experience in operations, management, or leadership positions.
- 5+ years of experience developing and implementing policies necessary to ensure team is following best business practices in the support of a large, complex, fast-paced and cross functional environment.
- Demonstrated ability to execute and document business operations.
- Demonstrated organizational skills and the flexibility to jump from priority to priority, which are essential to a role that juggles a variety of functions and projects.
- Demonstrated ability to work independently and as part of a team.
- Experience working on high visibility projects and working with senior level executives and stakeholders.
- Must have proficiency using Microsoft Office/Google Docs (Excel, Word and PowerPoint).
- Experience with stage gate methodology preferred.
- Experience using project management software tools is a plus.

COMPETENCIES

Professionalism:

- Ability to apply judgment to manage conflicting priorities and resources, driving work and results that are the highest value for the organization.
- Sharp eye for detail. Keep meticulous notes and be able to manage multiple projects in different phases of work at the same time. Context-switching does not bother you.
- Ability to identify issues, analyze and participate in the resolution of issues/problems.
- Motivated by professional rather than personal concerns.
- Optimistic and show persistence when faced with difficult problems or challenges.
- Ability to stay calm under stress and uncertainty, influencing the same in your teammates.
- Naturally curious about things you don't understand and actively look for opportunities to grow and learn from those around you.
- Highly organized and deadline oriented with a proven track record at delivering results.
- Ability to take in a lot of disparate information and find common themes, recommend clear paths forward and iterate.
- Strategic thinker with strong problem-solving skills.
- Understands process and how to be effective in a complex organization.

Communication:

- Communicate fluently in English, written and spoken.
- Superior written and verbal communication skills. You can always articulate the "why" behind your proposals.

- Listen to others, correctly interpret messages from others and respond appropriately.
- Ask questions to clarify, and exhibit interest in having two-way communication with a keen sense of relationship-building and customer service.
- Tailor language, tone, style and format to match the audience.
- Demonstrate openness in sharing information and keeping people informed.
- Actively participate in meetings and willing to advocate for what you believe in. Provide thoughtful, constructive review of others' work, knowing that everyone is working towards the same objective.

Teamwork:

- Ability to form trust-based relationships quickly.
- Work collaboratively with colleagues to achieve organizational goals.
- Place team agenda before personal agenda.
- Practice "Disagree and Commit": Support and act in accordance with the final group decision, even when such decisions may not entirely reflect your own position.
- Share credit for team accomplishments and accept joint responsibility for team shortcomings.

Accountability:

- Take ownership of all responsibilities and honor commitments.
- Deliver outputs for which you have responsibility within prescribed time, cost and quality standards.
- Operate in compliance with organizational regulations and rules.
- Take personal responsibility for your own shortcomings, where applicable.

Email resumes to jobs@covalentsolutions.com