Iora Health and Dartmouth College have partnered to form Dartmouth Health Connect, an adult primary care practice created to improve care for Dartmouth College employees and their adult family members. We are currently seeking an Operations Assistant. This position will provide a unique opportunity to contribute to the success of each program while simultaneously assisting with the important work of helping individuals on their journey toward a healthier life.

**Specific responsibilities include, but are not limited to,**

the following:

- Receiving incoming calls/messages and appropriately addressing or directing phone requests including requests for appointments
- Registering new patients/participants and scheduling future appointments
- Initiating outbound administrative requests, by phone and in writing
- Handling incoming mail and faxes, including scanning and appropriate e-filing
- Providing information for patients/participants interested in joining the practice/program
- Assisting with the management of office and medical supplies, as needed
- Distributing brief satisfaction surveys to each patient/participant seen on any given day
- Assisting with the compilation of an electronic resources library
- Assisting with the coordination and administration of group activities

**Candidate Attributes**

- Must demonstrated excellent interpersonal communication skills both in-person and by phone
- Must have the ability to work well both as a member of the team and independently
- Any strong candidate must be comfortable with using technology (entering information on a laptop, using a scanner, learning new software) and able/willing to learn new technologies and proficiency in Microsoft Excel
- Must have exceptional organizational, problem-solving and time management skills and must be able to prioritize responsibilities
- Must be flexible and comfortable with ambiguity, change and willing to learn new skills

**Special Opportunities to Include:**

- Shadowing MDs and health coaches in home practice to understand clinical flow, care coordination, health coaching
- Visiting 2 additional Iora practices
- Special project such as literature review, communication project, designing a population health event, practice improvement project,
- collaboration on a project with the Nest
- Exposure to a wide variety of innovations such as practice Development, ReThink Health, population health development and analysis, Patient Advisory Groups, huddle, and group workshops/appointments.

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