

## **Business Operations Associate @ Knok**



contact@effitalents.com

Phone :

Web :

### **Job Summary**

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Vacancy :

Deadline : Jun 15, 2024

Published : May 16, 2024

Employment Status : Full Time

Experience : Any

Salary : To be defined

Gender : Any

Career Level : Mid Level

Qualification :

## Job Description

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### Responsibilities:

- Assist in the development and implementation of **operational policies and procedures** to streamline business processes.
- Prepare **reports, presentations, and other materials** for internal and external stakeholders to communicate key findings, insights, and recommendations.
- **Execute analysis and action plans** to optimise resource allocation and ensure efficiency.
- Act as a **liaison between different departments to facilitate communication**, resolve issues, and ensure alignment on goals and objectives.
- **Coordinate** operational hours distribution and schedules in our mental health and nutrition clinical areas.
- **Support senior team members** in identifying areas for operational improvement.
- **Participate in the recruitment process** for new professionals, including assisting with candidate sourcing and initial screenings.
- Provide support during the onboarding process for new hires, assisting with administrative tasks and documentation.
- Aid in maintaining regular communication with service providers, gathering feedback, and addressing inquiries.
- **Assist in organising informative sessions** and updates for service providers.
- **Support Team Coordinators** in developing and refining processes.

### Requirements:

- **Bachelor's degree** in Business Administration, Management, Healthcare Management, or a related field.
- **Strong analytical skills** with the ability to collect, organise, and analyse datasets.
- Detail-oriented with a focus on accuracy and precision in all tasks.
- **Excellent organisational and time management skills.**
- **Strong communication and interpersonal skills.**
- Ability to work effectively in a team-oriented environment.
- **Proficiency in Portuguese and English.**
- Ability to adapt to changing priorities and work effectively in a fast-paced environment.

### About the company:

Knok is the answer for a world where everyone has timely access to quality care. Through a Digital Front Door strategy, we connect patients, providers and healthcare professionals in one place.

ISO 27001 certified Recognised as #3 in Deloitte's Technology. Fast 50 2023 Portugal list Proud supplier of the G-cloud 13 Framework. Top 10 Telemedicine Solution Providers in 2021 by Healthcare Tech Outlook.

At Knok, we dare to lead and humanize the digital transformation of healthcare. We envision a world where everyone has timely access to quality healthcare through digital technology, creating a more equal society. We genuinely believe in it and you can recognize it in every person who embraces this mission. We are rapidly growing, delivering augmented telemedicine on 4 continents, and we have barely begun!

### Your Recruiter:

Flávia, Senior Talent Acquisition @ Effitalents is your recruiter.  
Feel free to contact her for more information!

## Education & Experience

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## Must Have

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**Educational Requirements**

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**Compensation & Other Benefits**

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