People Operations and Administration Specialist

Location: Manila, Philippines

Category: People Operations

Lifetrack Medical Systems is a healthtech company that’s developed and deployed the first scalable, distributed medical imaging software designed for affordable access in emerging markets. Lifetrack works with large healthcare chains, public health systems and radiology group practices to scale their radiology operations seamlessly without the pain or cost of legacy medical imaging software.

Lifetrack’s mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem, starting in medical imaging in emerging markets, where the needs are greatest and the resources are scarcest. Our LifeSys™ platform is now being used in healthcare in Southeast Asia, South Asia, Africa, the United Kingdom and United States for hundreds of thousands of patients annually. We are trusted and backed by the Asia Impact Investment Fund of the UOB Group, the corporate VC arm of Philips Healthcare, and Kickstart Ventures of the Philippines’ Ayala Group.

Main Objectives

Lifetrack is entering a stage of rapid growth and expansion. Enabling our organization to scale alongside our business, in order to attract and retain talented people who can operate in a high-performance environment, is a critical challenge that Lifetrack’s People Team will be responsible in meeting. The main objectives of the People Operations and Administration Specialist are:

1. **Manage all administrative requirements for People Operations to ensure uniformity and consistency of excellent internal customer experience**

* Assist onboarding process of all employees, including government requirements, HMO and, logistics of flights and accommodation
* Ensure all employee information is up-to-date and properly archive, and assist in the migration of internal processes towards digitalization
* Monitor time and leave management and align payroll with all specific allowances and deductions for team members around the world
* Assist in development and implementation of people operations policies.
* Manage and facilitate overall employee engagement and team-building initiatives that support change and growth of the company
* Assist in the compensation program; monitors the performance evaluation program and revises as necessary. Perform benefits administration to include claims resolution, change reporting and communicating benefit information to employees.

1. **Assist in recruitment of high-caliber and culturally adaptive individuals**

* Understand technical requirements and skills for software development, coding, operations and engineering, and other fields of specialization and be able to source them through external job platforms
* Organize and document candidate information and status for the entire Lifetrack application cycle up to regularization processes
* Assess candidates using psychology and other non-traditional methods and metrics

1. **Contribute to the Lifetrack Culture, develop and solidify its positive facets and exemplify them**

* Conceptualize and execute corporate culture-building activities such as team building, volunteering projects and offsite planning
* Conduct pulse checks with employees to check company cadence and improve working dynamics and productivity across all teams
* Maintain strong personal networks with team members throughout the company to facilitate informal check-ins and pro-actively manage morale and team dynamics

1. **Manage all administrative functions for office management to maintain daily operational needs**

* Active participation in office management, including handling general clerical tasks
* Coordinate with our Administrative Officer for facilities services, maintenance activities and trade persons (e.g., electrician, contractor).
* Coordinate with building admin such as but not limited to gate pass, work permit, elevator concern, parking if needed, and other office concerns relating to the building admin.
* In-charged of inventory of employee's accountability (e.g., mobile pedestal key; etc.)
* Will handle all general services concerning to office and building admin concerns (e.g., pest control, carpet shampooing, office maintenance and repairs, etc.)

1. **Support other tasks and projects for the People and Talent team**

Critical Qualities

**Passion for people.** The role of People and Talent Specialist requires someone with a genuine interest in seeing his/her colleagues flourish and develop in their careers, and finds professional fulfillment in enabling this through his/her work.

**Systems thinker.** Building a great place to work requires not just empathy for people but a systematic understanding of the different elements that go into building an effective organization and strong culture. The People Ops Specialist needs to help build a holistic plan incorporating all these elements.

**Innovator mindset.** As a fast-growing startup at the cutting edge of healthcare, Lifetrack should be no different when it comes to its organization and culture. The People Ops Specialist will be collaborating in coming up with new programs, practices and principles to help us be an innovator in this area.

Operating Principles

**Purpose-driven.** We are looking for individuals who are aligned with our mission and are motivated by working on healthcare technology that can positively impact millions of lives around the world

**Do it right, from the start.** We believe in starting from first principles and putting in the hard work now to avoid more work down the future. Our LifeSysTM platform, built from the ground up, reflects this.

**Radical transparency.** We want our people to keep growing and improving. Receiving and giving feedback is critical for this. We expect people to be upfront, open and willing to learn from each other.

**Crush the bottlenecks.** We are always focused on the critical path to achieving results. We expect our members to be relentlessly efficient in clearing the obstacles to this critical path.

**Going the extra mile.** We like and reward team members who are not only good at their jobs, but will raise their hand and propose projects or solutions that help take Lifetrack forward.