

About the Role



Healthcare providers aim to focus on patient care, but administrative tasks often limit their time. Augmedix addresses this by streamlining workflows and improving efficiency through technology and data-driven insights.

With a growing team of 270+ members, strong governance and operational oversight are essential for stability and scalability. The BD RCM Operations team plays a key role in driving structured processes, performance tracking, and cross-functional alignment.

We are seeking an **Operations Specialist** for our Ops Strategy and Governance team to support operational continuity, strengthen governance, and drive process improvements. This role will focus on data insights, automation, and enabling scalable, efficient operations.

What You'll Do

- Support and monitor the RCM new employee onboarding to ensure a smooth and timely onboarding process.
- Conduct data analysis and build visualization dashboards to provide leadership with operational insights.
- Identify automation opportunities and collaborate on process automation initiatives.
- Assist in desk planning and resource allocation to ensure optimal capacity utilization.
- Coordinate payroll process and weekend shift management activities.
- Monitor policy adherence, update governance documentation, and ensure compliance alignment.
- Facilitate cross-functional coordination between RCM verticals, support teams, and leadership.
- Track operational KPIs and flag risks related to SLA, compliance, or capacity gaps.
- Contribute to SOP development, governance frameworks, and documentation standardization.
- Evaluate existing operational gaps to design and implement high-efficiency workflows.

What You Have

- Bachelor's degree in Business Administration, Finance, Data Analytics, Engineering, or a related field.
- Professional Experience:
 - 1–2 years of experience in business operations and/or governance functions.
 - Experience working in cross-functional environments with exposure to operational scaling.
 - Prior experience in analytics, reporting, or automation initiatives is preferred.

- Strong analytical skills with the ability to interpret operational data and identify trends or risks.
- Experience building dashboards using SQL, Google Sheets, Smartsheet, or BI tools is preferred.
- Exposure to workflow automation tools and process optimization frameworks.
- Ability to manage multiple workstreams across governance, operations, and strategy.
- Comfortable using Slack, Notion, Linear, or similar collaboration/project management tools.
- Strong communication skills with the ability to coordinate across multiple operational teams.
- High ownership mindset and ability to operate independently in a lean structure.
- Detail-oriented with strong documentation discipline.
- Ability to manage competing priorities in a fast-paced environment.
- Proactive problem-solving approach with a focus on risk mitigation and operational stability.
- Exposure to operational governance, compliance monitoring, or workforce planning.
- Experience contributing to automation or efficiency improvement projects.
- Exposure to KPI tracking and executive reporting.

Details

- Shift Detail: Night shift, (10:00 PM BST - 7:00 AM BST)
- Workdays: Monday to Friday

Please be aware that all official communication from us will come exclusively from email addresses ending in @commure.com. Any emails from other domains are not affiliated with our organization.

Employees will act in accordance with the organization's information security policies, to include but not limited to protecting assets from unauthorized access, disclosure, modification, destruction or interference nor execute particular security processes or activities. Employees will report to the information security office any confirmed or potential events or other risks to the organization. Employees will be required to attest to these requirements upon hire and on an annual basis.

Application Link: [Operations Specialist](#)