**Job Title:** Director of Physician Recruitment and Engagement

**Company:** First Stop Health, a Chicago-based health tech startup, provides high-quality, quick, convenient and affordable telehealth and advocacy services to its members via its proprietary online and telephonic platform. Our mission is to alleviate the three most urgent problems in American healthcare today – escalating costs, decreasing access to physicians, and the difficulty patients have in navigating a complex and opaque healthcare system. We are a fast-paced, growing company founded in 2011 by successful entrepreneurs. First Stop Health is the CEO’s 4th venture. We offer an independent working environment, stock options to all employees, a progressive vacation policy and outstanding benefits to professionals that are committed to the success of our company.

First Stop Health’s services include:

- 24/7/365 access to 370+ U.S. based and licensed physicians who provide diagnosis and treatment, including prescriptions when needed, for the 70% of health issues that do not require an in-person physician examination.
- Advice and assistance from skilled advocates on treatment options for serious diseases and conditions.
- Healthcare bill auditing and remediation for members and employers.

Telemedicine is becoming a health benefit that an ever-increasing number of employers are offering. The number of U.S. employees covered by telemedicine is projected to rise from 12% to 61% over the next several years. Come be a part of an energetic, hard-working team of seasoned entrepreneurs who share a passion to help employers and employees reduce healthcare costs by providing employees with convenient, affordable and efficient access to the care they need.

**Location:** Corporate headquarters in Chicago (East Loop).

**Purpose:** Manage our physician network.

**Job Description:**

First Stop Health is seeking an experienced, innovative and detail-oriented Director of Doctor Engagement who will grow and manage or telemedicine physician network.

As Director of Doctor Engagement you will be responsible for ensuring that all consults are completed according to our service guidelines, in a high-quality, service-oriented environment, by qualified, trained and licensed doctors. You will also be responsible for managing the engagement of the physician network to ensure that physicians will persist with the service.

The ideal candidate will be an enthusiastic, service focused, detail oriented, self-starter that can iterate, create and define how First Stop Health manages our physician network.

**Responsibilities:**
• Ensure all calls are answered in less than 30 min, with at least 50% of calls answered in less than 15 min. Work to consistently reduce the time to consult over time.
• Recruit doctors directly to our network.
• Develop channel partners to augment our doctor network.
• Train and onboard new physicians.
• Develop communication strategy with docs to keep them engaged.
• Develop QA feedback loop with doctors.
• Collect feedback from docs on our platform.
• Provide guidance on developing a streamlined product for both our doctors and our members.
• Determine appropriate pricing strategies for incentivizing physicians to answer calls quickly.
• Determine how many doctors we need in a given state at what membership levels.
• Interface with sales and client service team to ensure adequate coverage for onboarding clients.
• Maintain and improve processes by following standards, policies and procedures, as well as recommending new approaches.

Requirements:

• Bachelor’s degree.
• 5 years business experience
• Experience recruiting and/or managing physicians required
• Experience in a start-up environment
• Healthcare industry experience preferred, especially in telemedicine, advocacy or wellness.
• Exceptional verbal and written communication skills.
• Excellent organizational, interpersonal, quantitative and analytical skills.
• Ability to work independently in a deadline-oriented environment.
• Ability to extrapolate the growth of your role at First Stop Health and manage expectations with managers accordingly.
• As we are a start up, this job description is by no means all you will be exposed to, or asked to contribute to. There is an opportunity for this role to expand into an executive level position.