



People Operations Specialist

Lifetrack Medical Systems is a healthtech company that is 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.

Core Responsibilities

Lifetrack is entering a stage of rapid growth and expansion. Enabling our organization to scale alongside our business, to manage and optimize the recruitment, onboarding, offboarding, benefits administration and employee engagement processes, while ensuring compliance with Philippine labor laws. The People Operations Specialist has strong data analysis skills and a passion for driving organizational growth through people-centric initiatives. The main objectives of the People Operations Specialist are:

- 1. Manage all administrative requirements for People Operations to ensure uniformity and consistency of excellent internal customer experience**
 - Ensure all employee information is up-to-date and properly archived, and assist in the migration of internal processes towards digitalization
 - Design and implement efficient onboarding processes for new employees, ensuring they integrate seamlessly into the organization.
 - Create engaging onboarding materials, including company policies, procedures, and culture guidelines.
 - Develop and manage offboarding procedures to ensure a smooth transition for departing employees while maintaining compliance with labor laws.
 - Utilize data-driven insights to optimize recruitment, onboarding, offboarding, and engagement processes.
 - Prepare regular reports on key metrics, such as time-to-hire, employee turnover, and engagement survey results.
 - Share insights and recommendations with senior leadership to inform strategic decision-making.
- 2. Assist in the 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
 - Develop and implement innovative recruitment strategies to attract top talent
 - Manage the end-to-end recruitment process, including job posting, candidate sourcing, screening, and interview coordination.
 - Maintain a positive candidate experience throughout the recruitment process.
- 3. 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 other company events
 - 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
 - Develop and execute employee engagement initiatives to foster a positive work environment and boost retention.
 - Collaborate with team leaders to identify areas for improvement and implement targeted engagement programs.
 - Monitor and analyze employee satisfaction metrics, making data-driven decisions to enhance engagement strategies.
- 4. Assists in the compliances of Philippine Labor Laws**
- Ensure the organization adheres to all relevant Philippine labor laws, including but not limited to DOLE compliances and reporting.
 - Stay updated on changes in labor laws and implement necessary adjustments to company policies and procedures.
 - Conduct regular audits to identify and address compliance risks.
- 5. Manage and administer staff benefits programs, ensuring compliance and maintain a high level of customer service for our staff.**
- Serve as the primary point of contact for employees, vendors, and insurance providers regarding benefits-related inquiries and concerns.
 - Maintain accurate records of employee benefits enrollment, eligibility, and coverage.
 - Organize and facilitate benefit-related workshops and webinars for employees
- 6. Support other tasks and projects for the People and Talent team**



Candidate Requirements

- Bachelor's degree in Human Resources, Behavioral Sciences, or a related field.
- Minimum of 3-5 years of experience in a People Operations or HR role, with a focus on recruitment, onboarding, offboarding, employee engagement and benefits administration.
- Strong understanding of Philippine labor laws and compliance requirements.
- Proficiency in data analysis and the ability to draw actionable insights from HR metrics.
- Excellent communication, interpersonal, and project management skills.
- Experience working with HRIS systems and other relevant HR technologies.
- A passion for continuous learning and improvement in the field of People Operations.

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 forefront 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 LifeSys™ 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.