

Department: Human Experience Strategy (HXS)

Position: Associate, HXS

Reporting To: Strategic Director HXS

About Us:

As a Patient Experience Organization (PXO), we are “patient-obsessed” — we see patients as people FIRST and represent them through a human lens. We are a highly strategic collective of human-centered thinkers committed to helping people feel more in control of their health journey. We provide a full suite of strategic advisory, marketing and disease-state communications, patient/stakeholder CRM engagement services, and technology innovations.

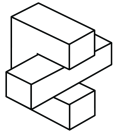
Description:

We are seeking a qualified candidate for the position of Associate in the Human Experience Strategy (HXS) Group at ENTRADA. Reporting to the Strategic Director of HXS, the successful candidate will be responsible for supporting ENTRADA’s key strategy and market research projects. This highly organized and detail-oriented individual will have a passion for patients and thrive in a multi-project, high-paced environment. This role is pivotal in ensuring the quality of our slide presentations, thoroughness of our research, and should have a high comfort level presenting to and liaising with Clients.

The Associate role is responsible for a variety of tasks that are instrumental in assisting the Human Experience Strategy (HXS) Team with meeting deadlines and producing the highest-quality deliverables for our clients. This is an entry level position that reports to the Strategic Director but will assist other members of the team as needed.

Responsibilities:

- **Maintain HXS Department Project Status**
 - Develop an understanding of our projects and keep our HXS project status up to date each week
 - Coordinate deliverables with HXS team members to ensure timely completion of projects
 - Liaison with Client Experience Team to ensure alignment on deliverables and timing
 - Assist in development of timelines and tracking projects in Monday.com
 - Spearhead routing of HXS deliverables to other team members for comment
 - Ensure project deadlines are maintained
 - Keep track of reasons for project delays
 - Prepare for and attend regular internal and client status meetings
- **Manage HXS Projects**
 - Help with coordination of logistics, meeting set ups, note taking, summary reports
 - Assume responsibility for file organization and cataloging on SharePoint of all HXS projects
 - Implement Client changes where feasible, provide editorial support, improve slide design and presentation



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- Provide project assistance to senior HXS team members, including desk research, setting up interviews, securing appropriate paperwork for contract partners
- **Analytics**
 - Develop an intimate knowledge of our analytics portal
 - Produce ongoing analytic reports in conjunction with other members of the department as needed
 - Monitor internal analytics portal to identify abnormalities or trends that may indicate data or performance issues
 - Alert appropriate internal functions and assist in developing and implementing the relevant solutions
 - Assist in the development and implementation of testing plans to improve performance of our programs
 - Assist in analysis of market research supplied by clients
 - Assume responsibility for quarterly analyses of Thinkentrada.com
- **Social Listening**
 - Review reports and analyses from market research partners that summarize discussions and trends from online social communities, around specific diseases and medical conditions
 - Assist in polishing reports and ensuring data integrity
- **Competitive Intelligence**
 - Monitor the activities of key competitors of the brands we service, included branded and unbranded web properties to understand what competitors are doing
 - Sign up for competitors' mailing lists, webinars and programs to monitor activities, touchpoints, cadence etc.

Required Skills & Experience:

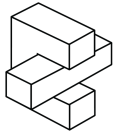
- 1-2 years full-time work experience; multiple internships will also be considered
- 4-year degree in marketing, PR, data science, social media marketing or relevant field
- Must be comfortable with data, analytics
- Proficiency in slide design is highly advantageous
- Fluency in Monday.com a plus
- Highly organized with strong passion for learning
- Pharma/life sciences experience is an advantage
- Must be motivated and able to multi-task
- Skilled in Microsoft Office Suite
- Ability to work independently

What's in it for you?

- You will be part of a growing, diverse, vibrant community; teams pushing the boundaries of new business capabilities and emerging technologies and services, sharing their experiences and

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lessons learned with each other. You'll have the chance to thrive in an environment where your ideas are valued and your voice matters

- At ENTRADA, you will be able to work on meaningful and innovative projects that impact the way patients experience their health journey
- ENTRADA will continually invest in your learning and growth. You will be mentored by highly seasoned professionals with decades of experience in healthcare strategy and research. This is an entry level role with huge potential for advancement in the Human Experience Strategy group at ENTRADA
- You'll be immersed in the design and implementation of human-centric solutions to help solve complex challenges with some of the world's largest companies

Benefits

Regular, full-time employees working 40 hours or more hours per week are eligible for comprehensive benefits including: Medical, Dental, Vision, Life, STD/LTD, 401(K), Paid time off (PTO) or Flexible time off (FTO), and the company performance bonus program.

ENTRADA is committed to a culture that embraces boldness, empathy, and joy. Our promise is to champion diversity, build an inclusive and connected company, and do our part to create a more equitable experience for all.

ENTRADA is an equal opportunities employer AA/M/F/Veteran/Disability.

Annual Salary Range/Compensation

\$58,500 to \$70,000 commensurate with experience and skill set.

Other Employment Statements

Applicants for employment in the US must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States.