



**The Leapfrog Group**  
**Washington, DC**

**Program Associate, Health Care Ratings**

**Summary**

[The Leapfrog Group](#) is a nonprofit watchdog organization that serves as a voice for health care consumers and purchasers, using their collective influence to foster positive change in U.S. health care. Leapfrog is the nation's premier advocate of transparency in health care—collecting, analyzing, and disseminating data to inform value-based purchasing and improved decision-making.

We are currently seeking exceptional candidates for the position of Program Associate, reporting directly to the Director of Licensure Programs. This role is a core part of Leapfrog's Ratings Team and will provide administrative and operational support for Leapfrog's expanding data licensure and accolades programs, which support the administration of Leapfrog's national Ratings Programs, including the Leapfrog Hospital and ASC Surveys and the Leapfrog Hospital Safety Grade.

The successful candidate will be highly organized, detail-oriented, and self-directed with a demonstrated ability to excel within a team. Additionally, we are seeking a candidate with excitement about Leapfrog's mission to make giant leaps in the safety, quality, and affordability of health care.

**Key Responsibilities and Objectives**

**Provide timely, responsive, and detailed-oriented administrative support**

- Provide exceptional coordination and communication to facilitate appointment scheduling, virtual and in-person group meeting scheduling, and proactively resolve scheduling conflicts for Leapfrog's Senior Vice President of Health Care Ratings and Director of Licensing Programs.
- Assist with meeting planning and execution, including the distribution of meeting materials and closing the loop on follow-up activities.

**Provide support for Leapfrog's Educational Programming**

- Work closely with Leapfrog's Senior Vice President of Health Care Ratings to organize and host virtual and in-person educational opportunities for hospitals and ambulatory surgery centers, including drafting program descriptions and materials, tracking registration, distributing materials, etc.

**Provide operational support for Leapfrog's Licensing programs**

- Maintain and improve operational workflows that support the end-to-end execution of Leapfrog's data licensing program.
- Manage organization of detailed project plans, timelines, and progress tracking in Monday.com.
- Administer contact management and user records across CRMS (e.g., HubSpot, NetSuite,



and Leapfrog's data platform) ensuring data accuracy and monitoring user activity.

- Track data licensure sales, contracts, subscriptions, revenue recognition, pricing changes, projections and budget.
- Coordinate with internal teams to identify, promote, and guide prospects for Health System Support subscription, maintain its rosters, issue invoices and manage contract related activities.
- Support communications with data licensees, including preparing materials and assisting with Data Users Group webinars.
- Contribute to development of marketing collateral and mass-email communications related to data licensing.

#### **Provide operational support for Leapfrog's Accolades Program**

- Work closely with Leapfrog's external licensing vendor to facilitate licensing sales, including serving as point-of-contact for inquiries submitted via the Leapfrog Help Desk.
- Coordinate cross-functional project management activities and timelines for marketing materials, communications, and deliverables from internal teams and external vendors.
- Administer updates and content changes on the Leapfrog accolades licensing website.
- Track Accolades licensing sales performance against annual budget targets.
- Monitor and manage compliance issues workflow related to accolades licensing and escalate when necessary.
- Develop, document, and maintain operational workflows for each cycle of Accolades licensing sales.
- Serve as the primary point of contact for Top Hospital and Top ASC awardees, coordinating internally to support licensing activities and logistics tied to the Annual Meeting and Awards Dinner.
- Support the creation of marketing materials and mass-email campaigns for the Accolades Licensing Program.

#### **Required Qualifications**

- Experience and proven accomplishments in an administrative or operational support role
- Exceptional organizational skills and attention to detail
- Ability to coordinate multiple projects and assignments at one time
- An ability to thrive in a small-team environment and work side-by-side with other team members
- An ability to work collaboratively with external teams including website developers, sales associates, creative and design teams, etc.
- Professional and polished written and verbal communication skills
- Experience working in customer relationship management (CRM) software
- Experience in Microsoft Office, particularly Outlook, Word, Excel, and PowerPoint
- Associate or bachelor's degree required

#### **Preferred Qualifications**

- Experience communicating directly with clients in writing and over the phone



- Creativity and design experience, including any level of experience with Canva or other basic design applications

**Term of Employment**

This will be a full-time position based in the Washington, DC, office. Leapfrog's office is a hybrid, with staff spending a minimum of 2 to 3 days per week in the office and working the remainder of the week at home. A competitive salary will be offered, reflecting the chosen candidate's demonstrated experience and training. The Leapfrog Group offers its employees a comprehensive and highly competitive benefits package, including health, dental/vision, disability, and life insurance; a 401(k) with significant employer contributions; transit subsidy; and paid vacation, sick time, and parental leave.

**Application Instructions**

Send a cover letter focusing on why you are passionate about Leapfrog's work, a resume, and a writing sample or social media portfolio by email only to Ryan Keller at [rpkeller@jrassociates.com](mailto:rpkeller@jrassociates.com).