

Contracts and Legal Operations Specialist

Reports to: General Counsel

Location: East Dundee, Illinois (Hybrid/Remote Available)

Employment Type: Full-time, exempt

Company Background

InStep Health is a leader in healthcare marketing with 20+ years of experience delivering impactful campaigns for pharmaceutical and OTC life science brands. We connect health-focused brands to millions of consumers and the healthcare providers who treat them, ensuring engagement at pivotal moments in their decision-making journey.

Our proprietary messaging and analytics platform integrates exclusive retail and doctor office networks with advanced digital tools and analytics to create seamless connections between brands and their audiences. By targeting consumers actively searching for treatment options, we amplify the influence of healthcare provider recommendations to guide purchase and treatment decisions.

Job Description

We are seeking a detail-oriented Contracts and Legal Operations Specialist to join our legal team. This role uses our established templates to prepare client-facing Statements of Work (SOWs) for health advertising campaigns, manages Non-Disclosure Agreements (NDAs), and oversees InStep Health's contracts through execution, renewal, and close-out. The Contracts and Legal Operations Specialist will keep our contract records accurate and up to date, track key dates and obligations, and report contract status to the General Counsel and Finance. The role also supports the legal team's day-to-day operations and helps find better, faster ways to handle contracts. This role works closely with the General Counsel and our sales, operations, digital media, and finance teams to make sure every agreement matches our standard terms and the program our pharmaceutical and life science clients have agreed to.

Key Responsibilities

- Use InStep Health's SOW templates to prepare client-facing SOWs for advertising campaigns, based on proposals submitted by the sales team.
- Prepare, review, and manage Non-Disclosure Agreements (NDAs).
- Prepare and process contract amendments, renewals, and extensions as needed.
- Manage the contract approval and signature process, including e-signature routing and internal sign-offs.
- Maintain the contract tracking system and legal records, including execution dates, terms, program details, and executed copies, and support document retention practices.
- Track key dates (start and end dates, renewals, notice deadlines) and alert the right team members before deadlines pass.
- Check contract terms against invoicing and program delivery, and help Finance resolve discrepancies.
- Help manage vendor, data use, and partnership agreements.



- Maintain and improve contract templates, checklists, playbooks, FAQs, and training materials that help internal teams follow contracting processes.
- Help innovate our contracting process, such as automating workflows, creating self-service tools for routine agreements, and evaluating contract management and AI tools.
- Manage the legal team's intake process, tracking and prioritizing requests from across the company and answering questions about contract status, terms, and process.
- Administer legal technology, including the contract management system, e-signature platform, and document storage.
- Track and report legal team metrics, such as contract turnaround times and request volume.
- Support compliance tasks, such as corporate filings, business licenses, insurance certificates, and policy updates.
- Create and maintain playbooks, FAQs, and training materials that help internal teams follow contracting processes.
- Assist with other contract administration, legal operations, and legal tasks as assigned by the General Counsel. Duties may change based on business needs.

Qualifications & Skills

- 3+ years of experience in contract administration, legal operations, paralegal work, digital media, advertising, or a related field.
- Working knowledge of common contract terms, plus experience with drafting, redlining, and word processing.
- Strong attention to detail and the ability to compare contract terms against invoices and program details.
- Strong critical thinking skills to analyze how the parts of a contract fit together, including the SOW, agency insertion order (IO), and client addendum, and to spot conflicts or gaps between them.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Interest in legal technology and process improvement, with a track record of making workflows more efficient.
- Excellent organizational, time-management, and prioritization skills to handle requests from multiple teams while meeting deadlines.
- Strong written and verbal communication skills.
- Ability to work independently and as part of a team in a fast-paced environment.

Preferred Qualifications

- Familiarity with advertising agencies, including insertion orders (IOs), and digital paid media advertising platforms, such as electronic health record (EHR), next-best-action, and programmatic platforms.
- Experience with contract management software, e-signature platforms, and AI-assisted contract tools.
- Prior in-house legal experience, ideally at a marketing, digital paid media, or healthcare company.



Why Join Us?

- Opportunity to work in a fast-paced, growing, and innovative company.
- Collaborative environment with exposure to sales, finance, and digital media operations teams.
- Competitive benefits (see Compensation below).

Our Values

We live our values of collaboration, respect, diplomacy, humility, curiosity, adaptability, and noble intent, bringing deep trust and high expectations to how we work with each other and our clients.

Compensation

We are committed to promoting pay transparency and equity in our workplace. The anticipated salary range for this position is \$80,000 - \$100,000/year based on factors such as education, experience, skills, certifications, seniority, location, etc. Final compensation will be determined through discussions during the hiring process and may vary as determined by InStep Health. In addition to base pay, this position is eligible for a management incentive bonus. We also offer a comprehensive benefits package, which includes health and vision insurance, life insurance, short- and long-term disability insurance, a 401(k) retirement savings plan, a Flexible Spending Account, commuter benefits, paid time off and sick days, paid parental leave, and professional development.

If you are an organized, detail-oriented contracts and legal operations professional, we encourage you to apply! Send a resume and cover letter to Talent@instephealth.com, and state the position in your email.

Time expectations: Full-time, 40 hours/week.