



## **Project Manager**

**Job Title:** Project Manager  
**Department:** Managed Care Operations  
**Reports To:** Director, Managed Care Operations  
**FLSA Status:** Exempt

**SUMMARY:** This position leads initiatives and directly coaches and advises leaders on strategy and organizational workflow alignment. The project manager is accountable for developing, implementing and monitoring strategies and tactics that address CaIMHSA goals to improve the efficiency and effectiveness of administrative activities. This position is tasked with managing projects from inception to completion, and it must ensure that all projects adhere to the required standards i.e. budget, timeline and scope. The project manager must also develop project plans that meet member needs with company goals, and coordinate with program managers and other personnel throughout all stages of the project.

**DUTIES AND RESPONSIBILITIES** include but are not limited to:

- Develop comprehensive project plans that merge member requirements with company initiatives and coordinate tasks during all project phases, from initial development through implementation
- Implement strategies that deliver projects on schedule within budget
- Use project management tools to track performance, schedule, and create status reports
- Communicate proactively with all involved personnel to provide encouragement, identify problems, create solutions, and implement efficiency improvements
- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Planning and overseeing the preparation and dissemination of project communications
- Anticipate details of future projects by communicating directly with leadership and staying informed of relevant trends
- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocations
- Develop a detailed project plan to track progress
- Use appropriate verification techniques to manage changes in project scope, schedule and costs
- Measure project performance using appropriate systems, tools and techniques
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors



- Create and maintain comprehensive project documentation
- Other duties, as assigned

## **QUALIFICATIONS –**

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree in computer science or business and four (4) years of qualify Project Management experience or an acceptable equivalent combination of education and experience. PMP is s plus.

To perform this job successfully, the project manager must have a background in business skills, management, budgeting and analysis. The individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Business and strategic acumen: Uses acumen to represent the operations/enterprise to key stakeholders and position to business operations for change
- Organizational acumen and System Thinking: Demonstrated ability to look at organizations as integrated systems and integrates disjointed information to inform perspectives and drive compelling case for change.
- Proven working experience in project management
- Demonstrated ability and experience with organizational design, alignment and change techniques and methodologist
- Thorough understanding of project management fundamentals
- Experience with databases, networks, and operating systems, platforms, and software development life cycle
- Strong familiarity with project management software tools, methodologies, and best practices
- Excellent interpersonal and communication skills – working with all levels of employees and vendors
- Resourceful, detailed-oriented and organized
- Confidentiality and integrity focused
- Exceptional interpersonal and problem-solving skills
- Has a strong desire to succeed in the face of adversity and demonstrates the willingness to push through challenges associated with changes and new business development
- Legally able to work in the USA without sponsorship
- Must be willing to travel/commute, when necessary



**COMPUTER SKILLS** – Demonstrate the solid ability to manage computer software, hardware and networks effectively. Versed in CRM, Microsoft, Oracle, and Cisco products. Familiar with SQL and database operations.

**LANGUAGE SKILLS and MATHEMATICAL SKILLS** - Demonstrate the ability to read, comprehend, and respond appropriately through written or verbal form; demonstrate tactfulness when communicating including internal communication with staff members of all levels; ability to communicate with a variety of audiences effectively. Ability to add, subtract, multiply, and divide in all measure units, using whole numbers, common fractions, and decimals.

**REASONING** – Demonstrate the ability to effectively apply common sense and follow through to daily tasks; demonstrate the ability to work with little or no supervision; demonstrate excellent analytical skills; demonstrate the ability to efficiently conduct research and ask appropriate probing questions to complete necessary tasks.

**PHYSICAL DEMANDS** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit and stand; use phone and headset; use hands, arms, fingers to type; answer phones; write; use calculator; demonstrate strength to lift and carry materials weighing up to 20 pounds; demonstrate clear vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and drive a motor vehicle on public roads and highways.

**SENSORY DEMANDS** - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

**MENTAL DEMANDS** - There are a number of deadlines associated with this position, which may cause significant pressure. The incumbent must also deal with a wide variety of people on various issues.

**REGULAR WORK SCHEDULE** – Varies depending on business needs; however, company normal business hours are 8:00am to 5:00pm, Monday – Friday