

SENIOR PROJECT MANAGER

JOB CODE: SNRPM

DEPARTMENT: Project Management Office

REPORTS TO ONE UP: Director of Project Management Care

REPORTS TO TWO UP: SVP, Chief Finance Officer

FLSA CATEGORY: Exempt

EEO CATEGORY: Professionals

POSITION SUMMARY

Under the supervision of the **Director of Project Management**, the **Senior Project Manager** is responsible for overseeing and managing large-scale, cross-functional program(s) and/or multiple medium to complex projects from initiation through completion. They will utilize PMO project methodology to uphold project-to-project consistency and promote standards of excellence and best practices within the Project Management Office.

ESSENTIAL FUNCTIONS & WORK DUTIES

The following essential functions of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

- Provides project management and oversight across all project lifecycle stages for the portfolio of COA projects. Utilizes a broad knowledge of project management, business operations and the healthcare industry knowledge to manage multiple projects to successful completion.
- Initiates, plans, executes, monitors, controls and closes large scale, cross functional and/or multiple medium to complex projects and/or programs (defined as a collection of projects and services which together achieve common business goals and strategic with potentially long implementation time frames). May manage several unrelated projects simultaneously.
- Manages cross-functional teams to deliver projects on schedule, within budget and approved resources.
- Identifies and documents project requirements and deliverables, including the planning process, executing process, monitoring and controlling process, and closing process. Provides communications management, cost management, resource management, scope management and time management for each assigned project.
- Defines project scope based on organization need, and addresses risks and issues. Defines team members' roles and responsibilities, creates work breakdown structures, and develops risk management plans. Proactively manages project schedules, resources, communications, expectations, tasks and quality standards.
- Provides coaching, feedback and interventions necessary to ensure project success. Manages and collaborates with outside resources and cultivates positive working relationships with LOBs and functional departments. On large projects/ programs, may delegate activities to junior PMO staff.
- Measures project performance using appropriate tools and techniques. Monitors the status of identified risks and takes corrective actions.
- Conducts weekly Project Team meetings; creates agendas and support materials and distributes materials to team members prior to meetings. Actively participates in Project Steering Team meetings.
- Coordinates work with staff to ensure overall project continuity and efficiency.
- Communicates regularly with the Project Executive Sponsor. Escalates issues as appropriate.
- Upon successful attainment of project deliverables, closes, archives and retains project records and documents. Creates and communicates final project reports, provides performance feedback on project team members, and measures customer satisfaction upon project completion.
- Maintains confidentiality of sensitive information obtained managing projects.

OTHER RESPONSIBILITIES

Supervision: None.

Budgetary/Fiscal Responsibility: Responsible for using resources wisely to support the cost-effective operation of the project/department.

Corporate Compliance Responsibility: As an essential function, this position is responsible for complying with Colorado Access' Corporate Compliance Program as it applies to the individual job duties, the department, and the company. This position will exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents.

Policy and Procedure Interpretation and Development: As assigned.

Responsibility for Confidentiality: Maintains the highest level of confidentiality concerning a variety of sensitive business issues including correspondence, contracts and personnel information.

Safety: Access Management Services promotes a safe work environment. Employees are responsible for complying with all safety policies and procedures to ensure an accident and risk-free workplace.

Contact with Others: Requires high level of contact with internal and external customers. Must be able to represent the organization in a professional manner and interact with the public and providers.

Data Stewardship: None

JOB REQUIREMENTS/EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: Bachelor's degree in Business Administration, Computer Science, Healthcare Management, or related field. Graduate level degree preferred. Equivalent combination of experience and/or education may substitute with a preference for eight years progressive and relevant work experience.

Experience: Minimum of eight years' progressive project management, program development and program evaluation experience. Healthcare industry experience preferred.

Knowledge, Skills, and Abilities: Demonstrated ability to think strategically about complex issues, develop recommendations, strategic objectives and action plans. Solid knowledge of healthcare, managed care and Colorado Medicaid programs. Demonstrates support for the company's mission, vision and values. Position requires excellent written, verbal, interpersonal and presentation communication skills to interact effectively with all levels of management and staff. Strong quantitative analysis, qualitative and problem-solving skills. Experienced in collecting requirements, analyzing data, and analyzing inter/intradepartmental processes. Proven self-starter, excellent organizational and time management skills; able to work independently and with very limited supervision. Intermediate to advanced proficiency with standard Windows software packages, including Excel, Visio, and MS Project. May be required to manage multiple priorities and projects with tight deadlines.

Licenses/Certifications: Project Management Professional (PMP) certification preferred. A valid driver's license and proof of current auto insurance will be required for any position requiring driving.

COMPETENCIES

As an essential function, this position is responsible for demonstrating mastery of the core competencies as appropriate for its level within the organization:

Emotional / Social Intelligence - Demonstrates self-awareness, self-regulation, self-motivation and social awareness.

Integrity and Trust - Behaves in a fair, open, and ethical manner.

Develops Self and Others - Develops the ability personally and in others to perform and contribute to the organization.

Oriented to Customer - Provides excellent customer service to members, stakeholders and colleagues.

Accountability - Holds self and others accountable for measurable results.

Collaboration / Partnering - Develops networks and builds alliances internally and externally.

Change Leadership - Encourages self and others to seek opportunities for innovative approaches.

Strategic / Systems Thinking – Ensures plans are based on a thorough analysis of issues and trends.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

Physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements

- Ability to speak, understand, and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.
- Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
- Ability to work in normal office environment conditions and with various office equipment (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.
- Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.
- Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, and printed material) and individuals.

Environmental Conditions

- The employee normally works indoors in a typical, temperature-controlled office environment.
- Noise level in the work environment is usually moderate.
- There may be distractions such as phone calls, work interruptions, and communication from co-workers.

ACKNOWLEDGEMENT

This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. Access Management Services may change job descriptions at any time, with or without notice as business needs require.

I _____ have read and understand this job description.

Employee’s Name – PRINT Name

Employee’s Signature

Date

<u>FOR INTERNAL USE ONLY</u>	
Approved By:	
Approved Date:	