SUMMARY:

The Professional Services Manager – Supply Chain within our Professional Services (PS) team will lead a multiple disciplinary team in the delivery of customer contractual obligations. The Professional Services Manager – Supply Chain is responsible and accountable for the ensuring the successful management of all aspects of the Pharmacy ChargeLink and Supplies ChargeLink product implementations resulting in timely completion of projects, customer sign off and project acceptance. Responsibilities include oversight of the PS Supply Chain team; serve as the voice of the client to improve the design of the supply chain solutions, ensure adherence to the implementation model; and evaluate existing processes for continuous improvement. This is a professional level position and as such it is imperative that you are self-directed and motivated. This position reports directly to the Vice President of Professional Services.

Craneware lives its values of Honesty, Integrity, Hard Work, Service and Quality. We require our people to be guided by these giving credible and knowledgeable advice and support to established and new and existing customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following:

- Managing the Supply Chain team through the successful implementation of Craneware’s solutions
- Ensure completion of projects on-time and on-budget
- Ensure the successful completion of quality product and solution implementations utilizing strong leadership, project and resource management skills;
- Set and manage client expectations;
- Develop and follow the project timelines for all projects utilizing the standard implementation documentation;
- Responsible for issue recognition, identification and application of appropriate resources necessary to resolve issues, status reporting, and overall management of issues through resolution;
- Provide bi-weekly status reports/KPIs to management team and other internal staff;
- Actively participate in the refinement and implementation of internal processes and procedures based on client feedback to support Craneware in solution/service deployment, and customer relationship management;
- Ability to drive projects in a matrix management environment that includes influencing, efficiency, collaboration, candor, and openness with a focus on results orientation;
- Proficiency in collaboration, conflict resolution, group interaction and dynamics, project management, and facilitation of significant projects;
• Maintain a high level of commitment to superior customer satisfaction through the entire duration of the customer relationship;
• Completes other projects as assigned; and
• Adheres to all company policies and procedures including, but not limited to those identified within the Employee Handbook, as may be amended from time to time. Adheres to all applicable laws and regulations and the company's governance/compliance program.
• Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES:
Supervise a staff of Supply Chain Business Solutions Consultants

SKILLS/COMPETENCIES:

- Process Management - Develops and or uses work standards, and measurements to track performance. Promotes and supports continuous improvement focused on quality, workflow processes and efficiencies. Leverages resources including people, technology, research and data to maximize performance.

- Communication – Creates and sustains ongoing forums that encourage two-way communication opportunities; demonstrates and promotes positive prospect, client, and work relationships; proactively addresses and manages conflict and disputes; works to achieve constructive resolution.
  - Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
  - Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

- Change Leadership - Leads through vision and values and models leadership behaviors. Champions and facilitates change. Inspires others by selling the vision, winning the hearts, minds and heads of the team. Demonstrates and encourages adaptability.

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
• **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

• **Character** - Demonstrates unquestionable integrity in every aspect of work and dealing with others; Consistently models desired behaviors and values established by the company; Respects diversity of perspective in discussions and demonstrates an inclusive style; Demonstrates concerns for job safety for self and others.

• **Collaboration** - Effectively builds and maintains partnerships with clients, prospects and people at all levels across the company. Contributes to team and company success. Maintains flexibility and reacts to change appropriately. Communicates and shares information with candor that builds trust and enhances relationships.

• **Administrative Management** - Continuously manages administrative functions to ensure quality and timeliness, manages accurate and timely activity and performance reports.

**EDUCATION:**
Bachelors Degree in Business or other related healthcare field

**EXPERIENCE:**
- Minimum of 5 years management experience in Supply Chain Consulting and project management; vendor or third-party consulting experience in a hospital environment preferred.
- 3 years of experience leading multiple projects that span client stakeholders, including internal senior leadership and external influencers
- Experience in Supply Chain or Pharmacy-related healthcare
- Demonstrated ability to secure and maintain professional work relationships with clients interact within all levels of health care organizations
- Demonstrated leadership, communication and problem solving skills
- Understanding of revenue technology (HC/RC/RI) helpful
- Demonstrated ability to evaluate and balance team and individual workloads through effective time management, prioritization, and organizational skills.
- Strong knowledge of MS Office tools required;
- Experience with SQL queries preferred, but not required;
- PMI Certification preferred, but not required.
- Must be able to travel up to 70%.