SUMMARY:

The Business Solutions Consultant - Supply Chain role within our Professional Services team is responsible and accountable for the successful management of all aspects of the Supplies ChargeLink product implementations as assigned. Responsibilities include the management of project scope, time and expense management, project status reporting, issue resolution and escalation, project plan maintenance, technical and application guidance and recommendations, rollout and deployment planning, and customer management all within the allotted cycle time.

The individual will be part of a multiple disciplinary team in the delivery of customer contractual obligations and is responsible for the successful and timely completion of projects resulting in customer sign off and project acceptance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following:

- Managing multiple customers through the successful implementation of Craneware’s Supplies ChargeLink tool;
- Ensure the successful completion of quality product and solution implementations utilizing strong leadership, project and resource management skills;
- Set and manage customer expectations;
- Develop and follow the project timelines for all projects utilizing the standard implementation documentation;
- Ensure completion of projects on-time and on-budget;
- Execute the project plan with internal and external customers to develop agreed upon delivery dates;
- 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 to customers, management team, and 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;
- Proficient in collaboration, conflict resolution, group interaction and dynamics, project management, and facilitation of significant projects;
- Manages the acquisition and review of required Client data;
- Project success KPIs are measured and reported on an ongoing basis;
- 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:
No direct supervisory responsibilities.

SKILLS/COMPETENCIES:
• 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.

• 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.

• 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.

• Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

• 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, 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 and 2+ years experience in Supply Chain Consulting and Project Management.

EXPERIENCE:
• 2-3 years of experience leading multiple projects that span client stakeholders, including internal senior leadership and external influencers
• Experience in an implementation role as a vendor or third-party consultant desired;
• Proven ability to interact within all levels of health care organizations;
• Strong knowledge of MS Office tools required;
• Experience with SQL queries preferred, but not required;
• PMI Certification preferred, but not required.

COMPETENCIES
• Must be able to understand and execute the technical requirement of a solution setup;
• Must possess strong analytical skills;
• Must be inherently a team player and collaborator;
• Must have strong communications skills, both oral and written;
• Must have exceptional interpersonal skills;
• Must be able to influence others through knowledge, communication style, ability, and earned confidence;
• Must be an active listener;
• Should be assertive but know when to push and when to pull back.

Must be able to travel up to 70%.