



**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,
INCLUDING ALLIANT HEALTH PLANS**

JOB DESCRIPTION

JOB TITLE:	Project Manager	LOCATION:	Irving, Texas
DEPARTMENT:	Information Technology	REPORTS TO:	Sr. Product Manager

Job purpose

The Project Manager acts as the leader and single point of contact responsible for each project assigned. This position is accountable for and manages the development, implementation and ongoing maintenance of project(s) with relatively small and/or less complex scope and deliverables. The Project Manager is responsible for the following tasks: scope definition, risk identification, create and manage project plan, facilitator, leader of project team (if any), and liaison among customers. The position requires a mixture of business process understanding and project management with the ability to address project road-blocks, escalate appropriately, and accomplish the objectives on schedule and on budget. The Project Manager is responsible for customer relationships and encourages new and continued business opportunities while assuring the customers' expectations align with the Company's ability to deliver and meet expected time frames.

Duties and responsibilities

- Gathers project specifications with the Customer
- Responsible for all customer deliverable communications, conflict resolution and compliance
- Reviews all major deliverables (i.e. strategic brief, function spec, tech spec, etc.) to ensure quality standards and client expectations are met
- Ensures client issues are dealt with in an efficient manner, informing all parties of any outstanding issues or problems
- Works closely with project team to maintain a continuous knowledge of project status in order to identify potential issues and/or opportunities
- Ensures all processes and procedures are completed, quality standards met, and projects are profitable
- Communicates client's goals and represents client's interests to the team
- Provides regular two-way communication between client and team, to provide strong team representation and set proper client expectations
- Understands Company's capabilities and service, and effectively communicates to customers
- Develops and maintains customer documentation and coordinates user meetings
- Writes project documents, sets goals, manages day to day tasks, and meets deadlines
- Other duties as may be assigned

Qualifications

- Bachelor's Degree from accredited college
- Minimum 5 years' experience in healthcare informatics, customer service, electronic health record (EHR), practice management, revenue cycle, eligibility system or related field
- Proven track record meeting project dates and Product Management skills
- ONC Meaningful Use, MACRA, MIPS, PQRS, or CQM experience preferred
- Project Management/Project Management Professional (PMP) desired

Competencies

- **Ethics** - Honest, accountable, maintains confidentiality
- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent.
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
- **Problem Solving & Decision Making** - Displays ability to define a problem, develops workable and realistic alternatives, and selects appropriate alternative to resolve problem. Decisions made are generally correct, and the time taken to make such decisions is reasonable.
- **Technical Skills** - Maintains current understanding of technical processes/equipment, uses technology to increase performance/productivity
- **Project Management** - Monitors status of projects, thoroughly deals with project details, holds project owners accountable, delivers clear, accurate depiction of status
- **Communication skills** - Possesses effective communication skills: oral, written, listening
- **Planning & Organizing** - Displays ability to effectively plan, organize and implement applicable tasks or projects in relation to established goals and objectives
- **Customer service** - Works well with customers, promotes a positive image of the company, strives to solve issues raised by customers
- **Computer skills** - Skilled with computers, takes advantage of new technology, learns new tools quickly, uses technology to enhance job performance

Physical, Mental, Environmental & Working Conditions

Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Needs flexibility and adaptability to change. Candidate must be self-disciplined and a self-starter and able to work independently with a flexible work schedule. Must be able to drive a vehicle and daytime/overnight travel as required.

Direct reports

N/A

Version:	Owned By:	Executive Review/Approval:	Date:	Choose One: Initial - Review Only - Revised
1.0	Human Resources	Amanda Reed, COO	04/12/2017	Initial