
Plexis Healthcare Systems, Inc.

POSITION DESCRIPTION

POSITION TITLE: **Project Manager** DEPARTMENT: **Customer Care – Level I to III
Project Management**

CLASSIFICATION: Full Time - Exempt APPROVED BY: Dir. Professional Services

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director of Professional Services
POSITIONS SUPERVISED: None

POSITION PURPOSE

The Project Manager is responsible for successfully managing one or more client implementation projects within the constraints of scope, quality, time, and cost; a primary goal is achievement of high levels of customer satisfaction.

This position works in a team environment on a client/project basis and is required to travel to client sites as needed and/or lead conference calls with the appropriate team members.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Drive successful project execution, as leader and primary point of contact for clients during implementation of Plexis software.
 - Visit client sites to develop joint project plans with client staff, collect business requirements, and identify functional gaps for claims processing and benefit administration software.
 - Conduct discovery and requirements gathering sessions including managing group dynamics.
 - Work cooperatively with various departments within Plexis as the leader of project team(s).
 - Identify needs and coordinate deployment of Plexis staff for software installation, analysis of client's business requirements and functional gaps, as well as training in support of overall implementation of Plexis software.
 - Create and maintain detailed project documentation, including project plans, status reports, and issue logs.
 - Develop and maintain industry knowledge through web-sites, seminars and training sessions
 - Assumed annual travel for this position is 40-60%
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DEVELOPMENTAL FOCUS:

Level I

Level 1-2 Foundation skills; solid functional area knowledge (Level 1-2); basic IT and Healthcare knowledge; developing Level 1-2 Project Management skills

Performs simple and moderately complex tasks independently; consistently delivers quality work, on-time; proven ability to take on additional responsibilities; demonstrates appropriate knowledge and proficiency; excellent core value performance.

Level II

Level 2-3 Foundation skills; solid functional area knowledge (level 2-3); solid IT and Healthcare knowledge; Level 2-3 Project Management skills

Performs complex tasks independently; consistently delivers quality work, on-time; exhibits strong communication and documentation skills; demonstrates appropriate knowledge and proficiency; sustained excellent core value performance.

Level III

Level 3-4 Foundation skills; Level 2-4 solid functional area knowledge; solid IT and Healthcare knowledge; Level 2-4 Project Management skills; developing Level 1 Sales/Marketing/Sales Support; developing Level 1 Decision Making skills.

Performs a variety of complex project tasks independently; delivers exceptional quality work, on-time; effectively manages portions of projects; contributes to proposal efforts; demonstrates outstanding interpersonal, communication, organizational and documentation skills.

PERFORMANCE MEASUREMENTS:

- Timely, high quality fulfillment of commitments made to clients.
- Knowledge, application, and adherence to Plexis implementation methodology
- Timely and consistent response/turn around of status reports, project plans, time entry and other documentation required by clients and Plexis.
- Professionalism of business communications (verbal and written, as well as professional appearance)
- Conflict resolution
- Multi-tasking and successful prioritization of daily duties to maximize project(s) success
- High levels of Client/Customer/Staff satisfaction
- Demonstration of positive attitude toward company products and employees
- Promotion of cooperative behavior and team efforts
- Regular attendance during normally scheduled hours

QUALIFICATIONS

EDUCATION/CERTIFICATION: High school diploma or GED required. College degree preferred.

REQUIRED KNOWLEDGE and EXPERIENCE:

- Motivated, self-disciplined, and results-oriented in delivering superior service to clients
- Team leadership skills
- Ability to interact well with people at all levels
- Minimum 5 years experience with leading teams implementing complex business software applications, preferably in the area of healthcare claims processing and benefit administration

- Strong project management experience, including project planning that covers:
 - Identification of tasks and dependencies
 - Resource acquisition and direction
 - Budgeting and forecasting
 - Progress tracking and development of corrective actions as required
 - Professional Certification in Project Management preferred
 - Willingness to travel frequently
 - Knowledge of MS Word, Excel, Project and VISIO; experience with SQL databases and/or reporting tools (e.g. Crystal Reports) a plus.
 - Analytical and highly organized
 - Excellent written, verbal and interpersonal communication skills
 - Familiarity with software development methodologies and business modeling
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PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- Ability to access, input and retrieve information from a computer to produce typed copy.
 - Capacity to communicate adequately, in person or via telephone, in a manner, which can be understood by those with whom the Project Manager is speaking.
 - Capability of dialing or otherwise using a telephone to place and receive telephone calls.
 - Willingness and capability to come and go from the work area repeatedly throughout the day as is necessary.
 - Willingness and capacity to sit or stand for minimum periods of one hour at a time.
 - Capacity to pick up, leaf through and read books and files and other materials.
 - Ability to reach forward, up, down and to the side in order to move equipment up to 20 lbs.
 - Willingness and ability to maintain regular attendance for normally scheduled hours, to work overtime and to be flexible to work other shifts as necessary (i.e., potential weekend schedule).
 - Travel required
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WORKING CONDITIONS

Ability to tolerate, use, work with, in, or under:

- Florescent lighting
- Dust
- Recycled air
- VDTs
- Semi-enclosed areas
- Central heating and air conditioning
- Office noise

The key physical requirements for this position include the ability to move freely through an office environment; use of standard office equipment including PCs, Fax Copiers and Phone Systems. Auto/Air Travel required.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Logic and reasoning skills compatible with professional business and computer systems environments.

MATHEMATICS ABILITY: Analytical and computational skills, including calculations of sums, differences, percentages, and basic statistics.

LANGUAGE ABILITY: Strong skills in written and verbal communication in English.

INTENT AND FUNCTION OF JOB DESCRIPTION

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal systems and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Sign: _____

Date: _____