



## SENIOR MANAGER, PROFESSIONAL SERVICES

The primary purpose of this role is management of the 2bPrecise professional services function, overseeing the software implementation process and ongoing delivery of services to 2bPrecise clients. This includes oversight of billable utilization of services team, contract analysis, expense management and relevant procurement.

2bPrecise offers a competitive total compensation package, including holidays and vacation, as well as medical, disability and life insurance.

### Responsibilities

- Manage professional services activities in accordance with established standards and guidelines
- Drive client success for project implementations, solution utilization and overall customer satisfaction in the tactical and strategic levels
- Monitor progress of professional services and/or site implementations to ensure on-time, successful schedules
- Provide direction and guidance to staff
- Design and implement new professional services offerings to meet the client needs
- Address procedural issues and process improvements within the department and across other departments
- Develop and manage budget and cost controls to ensure expenses are commensurate with established operating budget forecast
- Act as escalation point for issues with other departments
- Acts as an escalation point for client concerns, escalating issues to upper management as necessary
- Monitor utilization of process guidelines and project management tools by consultants as needed
- Manage revenue projections, revenue recognition and billing for assigned sites
- Actively collaborate with the sales organization in closing new business opportunities
- Regularly follow up with clients to ensure that service offerings are meeting expectations
- Demonstrate superior client service, and identify areas of poor client service or client dissatisfaction while taking appropriate action to correct
- Ensure proper client training materials are developed in conjunction with marketing and communications teams; ensure these are readily available per client need
- Provide on-going development, feedback, coaching and mentoring to professional services team
- Maintain knowledge of healthcare market trends and resultant service requirements
- Identify and recruit internal/external talent to ensure effective mix of competencies
- Set and communicate team/individual objectives to inspire individuals to achieve high performance
- Allocate workload to fully utilize every employee's talent
- Implement development plans for and coach individuals to reach their maximum competency and performance
- Provide regular constructive feedback on performance/development and address poor/mediocre performance on a timely manner
- Recognize high performers to maintain motivation and retain key talent
- Nurture team spirit

## Qualifications

- Bachelor's degree in business management

## Experience

- 5-10 years in professional services consultancy and/or project management with at least two years of management experience.
- Minimum 5 years of relevant experience in working for a healthcare institution
- Understanding of IT projects, budgeting and other related processes within healthcare environment
- Excellent client-facing skills with ability to engage with senior and key executives

## Travel Requirements

- Frequent travel

## Working arrangements

- An individual working at this level would maintain regular working hours appropriate for the location and assignment

2bPrecise, the 2bPrecise logo, and other 2bPrecise marks are trademarks of 2bPrecise, LLC and/or its affiliates. All other products are trademarks of their respective holders, all rights reserved. Reference to these products is not intended to imply affiliation with or sponsorship of 2bPrecise, LLC and/or its affiliates.

2bPrecise's policy is to provide equal employment opportunity and affirmative action in all of its employment practices without regard to race, color, religion, sex, national origin, ancestry, marital status, protected veteran status, age, individuals with disabilities, sexual orientation or gender identity or expression, or any other legally protected category. Applicants for North American-based positions with 2bPrecise must be legally authorized to work in the United States or Canada. Verification of employment eligibility will be required as a condition of hire.

From a "VEVRAA Federal Contractor." We request priority referral of protected veterans.