



Job title: Director Implementation Services

Reports to: VP of Implementation Services

FLSA Status: Exempt

The Implementation Director guides the delivery of services and technology for all clients by planning and managing implementation activities from point of sale through production verification. Uses primary tools to learn and perform daily functions required to implement and communicate needs for clients and stakeholders.

Essential Job Duties:

- *Project Management*
 - Strategize, implement, and maintain program initiatives that adhere to organizational objectives
 - Develop program assessment protocols for evaluation and improvement
 - Maintain organizational standards of satisfaction, quality, and performance
 - Oversee multiple project teams, ensuring program goals are reached
 - Work closely with project sponsor, cross-functional teams, and assigned project managers to plan and develop scope, deliverables, required resources, work plan, budget, and timing for new initiatives
 - Manage program and project teams for optimal return-on-investment, and coordinate and delegate cross-project initiatives
 - Identify key requirements needed from cross-functional teams and external vendors
 - Develop and manage budget for projects and be accountable for delivering against established business goals/objectives
 - Work with other program managers to identify risks and opportunities across multiple projects within the department
 - Analyze, evaluate, and overcome program risks, and produce program reports for management and stakeholders
 - Coordinates and manages the implementation effort by ensuring organizational execution against the defined work-plan
 - Identifies and initiates joint AMPS and client teams to establish policy, integrate applications, establish invoicing, test configuration and interface, train end users and to communicate to internal and external audiences.
 - Establishes internal AMPS team to ensure coordination of all delivery activities through weekly meetings.
 - Establishes project notebook and work schedule based on scope of services.
 - Ensures AMPS and client buy-in to project plan and milestones.
 - Ensures work of each AMPS and client committee progresses as scheduled against the plan.
 - Coordinates, facilitates, and documents client-facing meetings for policy, technology, communication & training, finance, and testing committees.
 - Ensures follow-through against commitments made by AMPS and client resources.

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- Identifies, tracks, and ensures closure of all implementation related issues across all aspects of delivery.
- Reports status against key milestones (progress against plans, upcoming activities and issues) on a weekly basis.
- Delivers projects in conjunction with the client, balancing scope, schedule, resources and quality.
- Fulfills delivery responsibilities as outlined in the Implementations Responsibility Matrix.

- *Client Relationship Management*
 - Coordinating/conducting recurring discussions with clients and internal teams to ensure goals expectations are met efficiently and timely
 - Establishes outstanding professional relationships within each of the client departments participating in the implementation, policy, claims, provider relations, corporate communications, information technology, and finance/actuarial.
 - Creating/developing client-facing materials – profiles, checklists
 - Serves as the key day-to-day client contact to present a consistent primary point of contact with AMPS during the implementation.
 - Identifies opportunities to expand the scope of our business relationship with the client and communicates opportunities to the VP of Implementations for pursuit.
 - Leverages the VP of Implementations to solidify relationships with client executives not involved with the implementation daily.
 - Transition to Client Services and Network Operations
 - Ensures client operational cycles are understood and supported by AMPS.
 - Integrates and effectively transitions to the Account Manager to provide a seamless transfer for on-going business support.
 - Integrates and effectively transitions to Network Operations to ensure seamless transfer for on-going technology support.

- *Implementation Process*
 - Undertakes process and departmental improvement projects identified individually, as a team or as assigned by the VP of Implementations.
 - Coordinates process improvement initiatives with other team members and organizational components.
 - Establishing Implementation processes and procedures
 - Providing an overview of the implementation process for prospective clients
 - Managing implementation project tasks related to onboarding, existing, and termed clients
 - Collaborating with and assigning internal resources based on project needs
 - Assisting with EDI implementation testing phases
 - Project issue resolution
 - Monitoring/tracking of all projects to closure.

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- *Other Related Responsibilities*
 - Training clients on web-based portal
 - Educating new clients on products, services, and processes
 - Provide onboarding overview to prospective clients
 - Working with internal/external teams to develop customized marketing materials
 - Completes other assignments and initiative-based projects balancing company need, individual skill-set, and individual desire.
 - Other duties or special project has assigned.
- Maintain HIPAA guidelines to ensure the confidentiality of all calls and documents

Skills/Abilities:

- Professional, self-starter. Excellent work ethic.
- Ability to work in a fast-paced environment with changing priorities.
- Ability to perform under pressure.
- Effectively manage and balance priorities for self and team
- Detail oriented with strong communication and organizational skills.
- Proficient with Microsoft Office Suite (Word, Excel, Power Point).
- Professional with ability to properly handle confidential information.
- Ability to work well independently and in a team environment.
- Ability to handle multiple tasks, prioritize and meet deadlines.
- Excellent written and verbal communication skills.
- Ability to positively handle/manage stress, such as high work volume and frequent change.
- Flexibility and willingness to participate in the work processes of an international organization, including conference calls scheduled to accommodate global time zone

Education/Experience:

- Bachelor's degree preferred; 5 – 8 years equivalent experience will be considered in lieu of degree
- 5 – 8 years healthcare experience required
- 5 – 8 years experience managing major projects with demonstrated success required
- 5 – 8 years experience in a management/leadership role with demonstrated success required
- PMP Certification required
- Demonstrated experience of current tools and techniques of project management, demonstrated knowledge and use of key knowledge areas within the Project Management Institutes Project Management Body of Knowledge (PMBOK).

Physical Requirements:

- Indoor office environment with moderate noise
- Intermittent physical effort may include lifting up to 25 lbs., walking, stopping, kneeling, crouching or crawling may be required

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- Frequent sitting, use of a keyboard, reaching with hands and arms, talking and hearing approximately 70% of the time; 30% or less time is spent standing
- Normal vision abilities required including close vision and ability to adjust focus

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