

IMPLEMENTATION PROJECT MANAGER

Job Description

The Implementation Project Manager is responsible for overseeing the planning, coordination, and execution of projects related to the implementation of new client services. This position requires attention to detail, strong communication skills, and the ability to work collaboratively with other departments and stakeholders. The Implementation Manager must also have expertise in project management and be able to implement industry best practices to ensure successful project delivery.

Responsibilities

- Uphold The Hughes Alan Group's mission: empowering providers to be providers.
- Oversee the planning, execution, and delivery of service implementation projects, ensuring they are completed on time, within budget, and meet client specifications.
- Collaborate with cross-functional teams, including sales and operations, to ensure a seamless transition from sales to implementation.
- Develop and maintain comprehensive project documentation, including project plans, progress reports, and risk assessments, to ensure all stakeholders are informed and aligned.
- Facilitate training sessions for clients, ensuring they have the knowledge and resources needed to effectively use the software.
- Customize policies, procedures, and processes to meet the specific needs and requirements of each client, ensuring optimal performance and satisfaction.
- Conduct post-implementation reviews to gather feedback, assess project success, and identify areas for improvement in future projects.
- Manage client relationships throughout the implementation process, acting as the primary point of contact for any questions, concerns, or changes.
- Research and implement new methodologies and technologies to enhance the implementation process and improve efficiency and client satisfaction.
- Attend meetings as required.
- Other duties as assigned.

Requirements

Knowledge, Skills and Abilities

- Exceptional communication and customer service skills.
- Strong analytical and problem-solving skills.
- Excellent organizational and time management skills.
- Consistently meets deadlines.

The Hughes Alan Group INC

- Detail-oriented.
- Effective multi-tasking.
- Ability to work independently and as part of a team.
- Sound technical knowledge.
- Knowledge of Healthcare Industry Key Performance Indicators and dashboards.
- Proficient in all Microsoft Office Suite applications.
- Knowledge of Athena, eClinical Works, Phreesia, and PowerBI a plus.

Education

- High school diploma or equivalent required.
- Bachelor's degree in project management, health care management, business management, or a related field, preferred.

Experience

- Two years' experience in project management and outpatient medical office management, required.
- Experience in change management, stakeholder engagement, workflow optimization, and risk assessment.