



## **Project Manager, Operations - Opportunity located in Emeryville, CA**

*UCSF Benioff Children's Physicians (UBCP) is a multispecialty physician foundation, and an associated clinically integrated network. Our primary goal is to foster physician collaboration to deliver the most advanced maternal and pediatric care throughout Northern California and beyond. We have Pediatric, OB and Maternal Fetal Medicine clinics located throughout the San Francisco Bay Area.*

### **POSITION SUMMARY:**

The Project Manager provides strategic and operational support for assigned initiatives designed to improve operational effectiveness and patient, employee, and clinician satisfaction. The incumbent will manage all aspects of assigned projects and service with a particular focus on new practice affiliations.

Designs, develops, and leads or supports projects to assist various service lines in achieving long-term organizational goals and short-term targets.

### **Responsibilities:**

Include, but are not limited to collection of data; project development and management; adherence to time deadlines and commitments, presentations; and documentation of related processes and procedures. This position may assume day to day operational responsibilities as some projects may require.

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### **Essential Functions:**

#### **A. Productivity/Efficiency:**

- Works collaboratively with the Senior Leadership Team and colleagues to ensure provision of work products that meets quality, quantity and timeliness expectations.

#### **B. Critical and Analytical Thinking:**

- Possess the ability to analyze situations and strategize solutions.

#### **C. Technical Skills:**

- Strong computer skills especially in Excel, Microsoft Office tools also required. Ability to understand and use reporting software.
- Epic EMR experience preferred.

#### **D. Communication (Oral and Written):**

- Strong management skills are necessary.
- Excellent verbal and written communication skills are required.

- Public speaking skills and ability to report metrics and updates to leadership at all levels of the organization are required.
- Ability to demonstrate diplomacy in communication and use conflict resolution techniques.

**E. Professional Accountability:**

- Engages in teamwork and collaboration among all team members and affiliated organizations
- Maintains positive working relationships with UBCP colleagues and other affiliated organizations
- Ensures work product meets defined quality, quantity and organizational deadlines by utilizing SMART Goals and other project management and process improvement techniques.

**C. Quality and Service:**

- Monitors and addresses potential risk management and quality issues in a timely manner.
- Addresses quality and quantity requirements in an effective and timely manner.
- Maintains standards of service, productivity, safety, and security.
- Participate in initiatives to achieve performance on quality metrics set forth by the organization.

**D. Other Job Functions:**

- Performs other duties as assigned.

**POSITION REQUIREMENTS:**

**Skills:**

- Proven Leadership skills to make a positive impact that contributes and gives direction to issues, work groups, and project teams
- Interpersonal communication skills, written and oral with all levels of management
- Strong team-building and orientation skills
- PC Skills including MS Outlook, Word, Excel, PowerPoint, project management, and similar systems to perform analysis, track project progression, develop projections, submit and present performance graphics and project updates.

**Ability:**

- Demonstrated background in written/verbal communication and the ability to develop educational and informational presentations.
- Demonstrates ability to manage, plan, coordinate, direct and evaluate ongoing operations.
- Multi-task and function within established time frames to meet deadlines.
- Demonstrated ability to evaluate and implement change.
- Demonstrated communication skills with leadership and executive staff.
- Ability to develop and foster relationships at all levels throughout the organization.
- Must be able to work autonomously with minimal supervision and have a strong work ethic and commitment to quality work.
- Ability to work with and maintain confidential information.

**Education:**

- Bachelor's Degree in healthcare management, or other related field, or equivalent combination of education and experience.
- Project Management Professional (PMP) Certification from an Accredited Program.

**Knowledge:**

- High level knowledge of process improvement, data interpretation, disciplined approaches to problem-solving and project management. Knowledge of project reporting tools for performance monitoring, presentation to executive boards and senior leadership.

**Experience:**

- Minimum 3 years in project management required, with combination of education and other experience considered. Experience working with various stakeholders towards successful development and implementation of projects. Portfolio of project management accomplishments including actual examples of at least 5 projects completed.

**ADDITIONAL INFORMATION**

**A. Physical Requirements**

- Must be able to lift 20 pounds.
- Must be able to walk, stand, or sit for long periods of time.
- Must have a valid California Driver's License and transportation.

**B. Working Relationships/Contacts:**

- Initiates and maintains effective working relationships with UBCP colleagues and other people with whom the incumbent must interact to perform their responsibilities.
- Initiates and maintains communication with Manager and colleagues on critical issues.
- Respects and is sensitive to cultural diversity, patient care, patient rights and ethical treatment, safety and security of physical environments, teamwork, and demonstrates respect for others.

The essential functions listed are typical examples of work performed by incumbents in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. Employees may also perform other duties as assigned.

We offer a competitive benefits package including a very generous 401(k) and Paid Time Off (PTO) plans.

It is the policy of UCSF Benioff Children's Physicians to provide equal employment for all qualified individuals; to prohibit discrimination in employment because of race, color, creed, religion, marital status, sex, sexual orientation, gender identity or expression, ancestry, national origin, age, medical condition, disability or status as a veteran or a disabled veteran. Equal employment opportunities apply to every aspect of UBCP's employment policies and practices.