

Associate Product Manager, Consulting Services

JOB DESCRIPTION

Position Title: Associate Product Manager, Consulting Services

The Network for Regional Healthcare Improvement (NRHI) is a national organization focused on promoting meaningful improvements in healthcare quality and cost containment. Over forty Regional Health Improvement Collaboratives (RHIC's) exist in the US, many of which form the core of NRHI's membership. The emphasis of RHIC's is on performance measurement, payment and delivery system reform, training and assistance in performance improvement, and patient education and engagement. NRHI provides the strategic structure that will allow for learning, sharing, and consensus building on the fundamental changes needed in healthcare payment systems.

This is a fulltime position working on the HealthDoers Network (HDN) project which is funded by the Robert Wood Johnson Foundation and led by NRHI. This individual will report to the Director, HealthDoers Network and work closely with the CEO, sales and marketing and communications team, project partners and customers and especially close with NRHI member Regional Healthcare Improvement Collaboratives. .

HealthDoers is a premier network for health and health care changemakers to come together to connect, collaborate and accelerate their work. approach to improving healthcare in an invitation only environment. HealthDoers is launching a service line to broker consulting services between health and healthcare organizations in need of consulting and expertise from the NRHI network and experts in NRHI and HDs network. This service would provide hospitals, systems, payers, and others with access to expertise in implementation of health and healthcare innovation. Experts will provide actual examples of what they tried, what worked and what didn't, to ensure that customers don't have to start from scratch. They can adapt strategies to fit their own local market.

Position Summary

The Associate Product Manager is responsible for supporting HDN leadership in product planning and execution throughout the product lifecycle. This role will support scoping and development of business requirements, including technical needs, for the consulting service line and will gather and prioritize customer requirements to help define the vision and strategy. S/he will work with internal and external customers to meet service goals and customer satisfaction benchmarks. The role will interact heavily with internal and external

sales and marketing teams to launch and maintain the product and with NRHI membership to identify and articulate capacity for consulting.

This individual will:

- Assist HDN leadership in defining the strategy, timeline and implementation plan for launching and maintaining a consulting services business line
- Responsible for planning and execution throughout the product lifecycle including generating product requirements, determining technical specifications, timetable, and pricing
- Gather and prioritize product and customer requirements, defining the product vision and pivoting when necessary
- Work closely with NRHI leadership to build consultant screening criteria to ensure alignment with NRHI's mission, vision and goals
- Screen potential consultants and make recommendations for inclusion to HDN Director
- Manage the implementation plan and timeline to support product launch
- Develop and maintain processes to collect customer and external partner information within NRHI's Customer Relationship Management (CRM) and other tools identified to support the product.
- Populating new software with consultant information, screen potential consultants, maintain criteria and onboarding consultants.
- Work with cross functional teams including marketing, sales and technology to support product strategy and goals
- Work in conjunction with sales to develop and maintain process to maximize customer and consultant satisfaction
- Execute consulting agreements between consultants and customers. Maintain contract database and ensures execution of deliverables
- Develop and monitor reports to support the product and report progress and identify risks to HDN Director
- Involved in vendor selection and maintenance of online platform that is the basis for brokering of services
- Work NRHI members, other external partners and customers to assess partnerships and licensing opportunities
- Expertise in diverse needs of membership, external partner and customers
- Participate in development of strategic marketing plan and executes on plan
- Match customer needs with consultants in the network
- Support NRHI member recruitment and on-boarding process

Requirements:

- Bachelor's degree from a recognized college or university with a major study in business or a healthcare related field
- Proven track record managing complex projects or products
- 2-5 years of experience in product or project management with a focus on health and healthcare improvement
- Experience working with hospital systems, insurance providers, and/or healthcare improvement organizations strongly preferred
- Experience in the healthcare field with knowledge of healthcare improvement strongly preferred
- Experience with CRMs and/or other tracking tools
- Experience in start-up environment required
- Exceedingly strong relationship management skills
- Excellent interpersonal skills, with an open and collaborative work style and commitment to get the job done
- Excellent communication skills, both verbal and written
- Demonstrated commitment to high professional ethical standards
- Ability to look at situations from several points of view
- High comfort level working in ambiguity and a diverse, fast-paced environment
- Ability to identify project risks and communicate effectively to management
- Team player and ability to leverage and collaborate across various organizational projects

Additional capabilities and skills include:

Communication Skills: Exceptional and demonstrated ability to communicate effectively, both written and verbally with impeccable spelling, grammar, and consistent voice while keeping in mind the vision of the organization and projects.

Organizational Skills: Superior organizational and project management skills with ability maintain a database and flexibility to consistently meet shifting priorities and deadlines.

In summary, the ideal candidate will be experienced in a wide range of product or project management with strong relationship building skills.. This person must be confident, well organized, and comfortable working in a fast-paced environment with a high level of professionalism. Confidentiality is a fundamental expectation, as well as exceptional

written and verbal communication skills, strong decision making ability and sharp attention to details. Demonstrated judgment and ability to effectively handle problems quickly and efficiently is also essential.

This position is contingent on grant funding.

Qualified candidates please complete our application and submit your resume and cover letter and via the careers section of our website <http://www.nrhi.org/about-nrhi/careers/>.