

Functional Position: Project Manager
Level: Associate
Reports To: Senior Associate/Principal
Location: Field/Remote/Home Office
Classification: Full Time (average 40-50 hours per week)
FLSA Status: Exempt

Job Summary:

The incumbent in this role will independently or part of a consulting team to provide IHS services to IHS clients with a focus on project work pertaining to, but not limited to, corporations, healthcare systems and universities:

- Represents IHS as the primary or secondary client contact on diverse management advisory projects and provides guidance, collaboration, and support to other IHS project team members.
- Accountable for analyzing client present-state programs, developing alternative future-state approaches, and presenting/facilitating implementation plans.
- Plans, organizes, monitors, and controls projects using approved tools and techniques to ensure efficient and effective project completion.
- Develops and socializes potential risk mitigation strategies to clients and IHS leadership.
- Effectively communicates in a timely manner with consultants, peers and clients on deliverables, timelines and support, as needed. This position is responsible to support and/or lead all aspects of project delivery including, but not limited to, client presentations, data, systems, and program analysis, and service execution.

Duties & Responsibilities:

- Manage all aspects of assigned projects throughout the development lifecycle, including project scope, schedule, resources, quality, costs, and implementation.
- Monitor a project's progress throughout its duration and communicate project status to IHS leadership and staff through weekly reports and/or presentations.
- Work closely with client stakeholders to define project parameters, then translate client needs into formal deliverable requirements, using knowledge of the industry standards, company standards and best practices.
- Develop detailed project schedule, resource plan, and status reports, managing task assignment to project resources and reporting on and managing project scope throughout the project lifecycle.
- Interface with all stakeholders participating in projects, including client representatives, service organizations, suppliers, and implementation partners.
- Prior to and during projects, review project deliverables for accuracy, and apprise IHS leadership of risks, issues, and recommended mitigations.
- Ensure satisfactory transfer of deliverables and control of product upon handoff, then close all project documentation and archive appropriate records.
- Conduct CrossCheck assessments per company standards set forth in the CrossCheck User Manual and as directed by IHS leadership or Manager, CrossCheck QA.
- Build and maintain a pipeline of new business development prospects and activities.
- Actively solicit, track and monitor opportunities to successfully retain current clients and develop future project scope of work(s).
- Utilize personal and professional networks to actively promote and market the company's services.
- Recommend and upon approval implement at least one (1) new service initiative/improvement and/or company process/system improvement each year.

- Attend or participate in ongoing education, as directed by company.
- Maintain an active membership in at least one (1) regional or local trade association that is in alignment with company goals.
- Enter communication with clients and prospects using the company approved CRM tool.
- Enter billable time and expenses using BillQuick Project Management and Accounting software per company standards.
- Attend regularly scheduled team meetings via web meeting or in person.
- Participate in ongoing employee engagement survey processes.
- Attend and actively participate in industry conference and/or trade show events, as requested by company.
- Maintain an active Food Safety and Sanitation certification (ServSafe).
- Perform all other job duties as assigned.

Qualifications:

- Bachelor's Degree (B.A./B.S.), in Hospitality / Food & Beverage Management, Business or Culinary related disciplines.
- 5+ years of project management or related experience.
- Excellent verbal and written communication skills with the ability to communicate professionally with peers, clients, and operators.
- Must possess ability to collaborate with senior level personnel and provide leadership to stakeholders regarding best business practices and continuous improvement processes.
- Exceptional work ethic, self-motivation, positive attitude, and willingness to learn.
- Proficient skills in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook).

Key Competencies:

- Ability to work independently under minimal supervision
- Proficient project management skills
- Analytical and financial aptitude
- Critical thinking and problem-solving skills
- Planning and organizing
- Influencing and leadership skills
- Collaborative approach with strong interpersonal skills
- Track record of initiative, integrity and good judgment

Travel:

- Travel requirements: Average of 2 – 4 trips per month, based on client and IHS support demand.

Core Values (Commitment):

- Go the extra mile to transform a client's vision from insight to impact.
- Challenge ourselves and our clients to find unconventional solutions.
- Do the right thing, always.
- Educate ourselves every day and educate our clients at every opportunity.
- Treat everyone with respect and dignity.
- Embrace diversity in all its forms.