## Job Description

**JOB TITLE:** Project Management Associate

<table>
<thead>
<tr>
<th>JOB STATUS:</th>
<th>(To be Completed by HR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB CODE:</td>
<td>HCS071</td>
</tr>
<tr>
<td>GRADE:</td>
<td>E4</td>
</tr>
<tr>
<td>FLSA:</td>
<td>☑ Exempt, ☐ Non-Exempt</td>
</tr>
<tr>
<td>DATE:</td>
<td>05/23/2018</td>
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**SUPERVISOR:** Director, HCS Quality and Compliance  
**DEPARTMENT:** 570 - Healthcare Services

### JOB PURPOSE:
A 1–2 line sentence summary describing the primary purpose of the position.

Manage project activities related to the Health Care Services Team (HCS) and provide support and guidance to drive associated initiatives and activities. Lead and manage the implementation of various projects under supervision of the Director, HCS Quality and Compliance or Project Sponsor(s).

### ESSENTIAL JOB FUNCTIONS:
Using action verbs (i.e. coordinates, analyzes, etc.) list the job’s key duties/responsibilities.

- **Initiate,** plan and manage projects with broad organizational or business impact, including creating workflows, defining tasks, and developing high-level and detailed timelines and project plans and other project artifacts.

- Work cooperatively and effectively, facilitating interdepartmental workgroups and communication to set goals, resolve problems, and make decisions that enhance HCS project activities and organizational effectiveness.

- Monitor and control all aspects of the project by measuring progress and correcting course when project goes beyond scope or is not meeting goals, budget, and/or objectives. Ensure project remains on timeline by managing schedules and resources and removing barriers. Work with project team, sponsors and/or Director, HCS Quality and Compliance to negotiate changes such as scope, timeline, deliverables and integration points.

- Manage project risk by identifying, planning for, developing and implementing strategies to mitigate or minimize risks and monitor findings; monitor risks throughout the project. Appropriately escalate risks and/or issues to Director. Facilitate or assist with conflict resolution within project team.

- Prepare project communications including status reports, dashboards, and other materials to keep management, business units, and other stakeholders informed of project status and related issues. Confer with project personnel to provide guidance and resolve problems. Respond to routine and non-routine inquiries from internal/external customers. Facilitate internal and/or external meetings. Develop and present information in various formats to inform, gain cooperation and/or resolve issues.

- Maintain positive relationships within SCAN business units and promote the collaboration and exchange of information between business units. Work with all levels of the organization from line staff to senior executive team.

- Capture action items, notes, issues, risks, decisions associated with projects. Provide this information to the project team(s) and perform appropriate follow-up as needed.

- Support data gathering and analysis activities of HCS project teams.

- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; and participating in professional societies.

- Contribute to team effort by accomplishing related results as needed.

**Other duties as assigned.**
**SUPERVISOR RESPONSIBILITIES:** Indicate whether this position supervises or lead others as part of their duties.

<table>
<thead>
<tr>
<th>None</th>
<th>Supervises/Manages Others (i.e. hires, performance reviews, corrective action, etc.)</th>
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<tr>
<td>☒</td>
<td>Span of Control:</td>
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**EDUCATION, KNOWLEDGE, SKILLS AND ABILITIES:** Specify the minimum education, experience and abilities required to effectively perform the essential functions/duties of the job.

**EDUCATION:**
- Required: Bachelor’s Degree
- Preferred, if applicable: Master's Degree
- A comparable combination of education/experience and/or training will be considered equivalent to the education listed above.
  - Yes
  - No

**CERTIFICATIONS OR LICENSES:**
- Project Management Professional (PMP) designation or similar certification, preferred.

**RELATED EXPERIENCE:**
- 2+ years project management experience.
- 2+ years related experience within an HMO or healthcare company, preferred.
- Demonstrated self-starter, quality minded; able to work with limited supervision.

**PC SKILLS:**
- List all applications utilized and/or programming skills required.
  - PC Skills
  - Email
  - Word
  - Excel
  - Visio
  - PowerPoint
  - SQL
  - Access
  - Other: MS Project

**SKILLS/ABILITIES:**
- Excellent presentation skills.
- Strong interpersonal skills, including excellent written and verbal communication skills.
- Strong organizational skills; Ability to multitask.
- Ability to appropriately maintain confidentiality.
- Strong analytical and critical thinking skills, required.

**BILINGUAL REQUIREMENT:**
- Proficiency in a second language required (includes, but not limited to, Korean, Spanish, Tagalog, Cantonese, Mandarin, Vietnamese, Farsi, and Russian).
  - Conversational (Oral)
  - Reading
  - Writing

**PHYSICAL REQUIREMENTS/TRAVEL:** List any special physical requirements and/or travel necessary for the job.

**PHYSICAL REQUIREMENTS:**
- Typical Office Physical Requirements (see ADA worksheet - Office)
- Other than Office (complete the ADA worksheet for the position)
- Tuberculosis Screening Needed

**DRIVING:**
- None to Rare
- Occasional
- Moderate
- Extensive - 50% or more of time
  - (< 2 days/mo.)
  - (2 – 4 days/mo.)
  - (4-10 days/mo.)
  - (10 or more days/month)
- Requires proof of Valid Driver’s License (applies to “Extensive” only)
- Must maintain minimum State Liability Insurance (applies to “Extensive” only)
- Must have access to a Vehicle (applies to “Extensive” only)

**OUT OF TOWN TRAVEL:**
- None to Rare
- Occasional
- Moderate
- Extensive

SCAN Health Plan is an equal opportunity employer. All decisions are based only on the individual’s qualifications/ability to perform the work. The above statements are intended to describe the essential functions, nature and level of work to be performed as of the document preparation date; they are not intended to be an exhaustive list of all duties and responsibilities. The company reserves the right to modify this job description at any time, without notice.

<table>
<thead>
<tr>
<th>APPROVAL DATE</th>
<th>MANAGER NAME</th>
<th>MANAGER TITLE</th>
<th>HR APPROVER</th>
<th>BIENNIAL REVIEW DUE</th>
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<tbody>
<tr>
<td>05/23/2018</td>
<td>Valli Coakley</td>
<td>Director, HCS Quality and Compliance</td>
<td>M. Vance</td>
<td>2020</td>
</tr>
</tbody>
</table>