

**Position:** Senior Project Manager

**Reports to:** COO

### **Position Summary**

The Senior Project Manager leads the Project Manager position, and together they are responsible for the end-to-end implementation of multiple portfolio projects focusing on the interactions between Tactile Medical team members, Healthcare Payers, Healthcare Teams and patients receiving our products. This position leads the Project Management Office (PMO) methodology and distribution of project workload based on project priorities. The Senior Project Manager is hands on and performs all project management functions while maintaining compliance with all appropriate regulatory requirements including HIPAA.

### **Accountabilities & Responsibilities**

- Define and communicate the PMO methodology, framework and processes. Provide ongoing communication and coordination of process and improvement initiatives.
- Provide direction and development to the Project Manager.
- Develop resource strategies for achieving project deliverables that may include utilization of internal or external resources considering suitability to the respective project.
- Serves as a conduit for communication from the PMO and the management team to drive decision making for impacted projects.
- Prepare and provide timely project updates across the organization, to ensure successful project execution.
- Initiate and execute projects in accordance with the PMO project management methodology and according to fluctuating stakeholder priorities. Act as a liaison between business stakeholders and technology teams to ensure project needs are adequately met with technology solutions.
- Build good relationships with internal and external clients and business partners to effectively support and drive change for continuous improvement.
- Lead all project management activities including project scope, charter development, resource coordination, project documentation, status reporting, and change management.
- Conduct root cause analysis and identify appropriate process and/or technological solutions based on proposed solutions.
- Assure that projects successfully integrate with existing programs and strategies so that business goals are achieved.
- Track and escalate issues and risks, ensuring full visibility, mitigation and resolution.
- Prepare and present written and verbal presentations to internal and external audiences.
- Operate as a leader of continuous improvement and change agent within the organization.

### **Education & Experience:**

- Bachelor's degree required.
- 8 years project or program management experience.

- 5 years of experience with business process improvement and re-engineering efforts.
- 5 years of people leadership experience.
- PMP Certification required.
- Lean/Six Sigma Certification required.
- Medical device or healthcare industry experience preferred.
- Experience working closely with multiple functional stakeholders and senior business leaders.
- History of successfully leading multiple concurrent significant and complex projects.
- Knowledge and experience working with project management and process improvement methodologies (PMBOK, Agile, Waterfall, etc.).
- Established experience creating Business Requirement Documentation.

**Knowledge & Skills:**

- Advanced level of proficiency with MS Project, Excel, Visio, PowerPoint, and SharePoint.
- Influence without authority, developing strong relationships cross-functionally and collaborating through conflict in order to accomplish project goals.
- Thrive in a fast paced continuously changing environment by balancing multiple deadline driven priorities.
- Complete project tasks under pressure through demonstrating a strength in organization & time management.
- Operate as a strong team player with a high degree of flexibility.
- Problem solve and share best practices with members of the project team.
- Demonstrate a passion for business process improvement and process re-engineering.
- Communicate complex project updates, challenges and successes clearly and concisely.
- Facilitate meetings of varying sizes, balancing the needs, voices and concerns of all participants.

**Competencies:**

- Team Management
- Directing Others
- Change Agent
- Influencing
- Planning
- Communication
- Process Management
- Priority Setting
- Peer Relationships
- Problem Solving

It is the policy of Tactile Medical to provide equal opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Tactile Medical will provide reasonable accommodations for qualified individuals with disabilities.

**ACKNOWLEDGMENT**

**I have received, reviewed and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described above.**

Employee's Printed Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_