



Job Code: 9510

Grade: 23

HCWR: N

Job Title

Manager of Vendor Management

Department

Managed Care

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Manager of Vendor Management will administer and maintain new and existing vendor relationships for Cook County Health's (CCH) Revenue Cycle Leadership team. This position will support business and program owners in the selection process, assist in negotiations to secure best pricing and establish a vendor management framework to ensure delivery against expectations. This position will be responsible for early engagement during the contracting stage to understand expectations of the contract and ensure vendors are clear about how to measure and manage performance. This role will work with both internal and external business partners to ensure clear service level agreements, key performance indicators, and other mechanisms are established to measure against expected ROI for all vendor relationships.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Establishes and maintain strategic performance-based relationships with vendors and internal business partners at all levels of CCH
- Establishes a cadence of vendor performance reviews, i.e., daily, weekly, monthly, and quarterly reviews with applicable Revenue Cycle Leadership
- Builds and maintain an internal vendor performance dashboard to track vendor performance against contract performance indicators
- Oversees contract renewals and assist Revenue Cycle Leaders with vendor negotiations
- Analyzes and use data to make recommendations and elevate quality of vendor performance.
- Ensures vendor partners are meeting key performance indicators
- Serves as the point of contact for relationship level issue escalations between vendor and CCH
- Proactively identifies risk and elevate issues that may require executive intervention
- Monitors vendor's compliance to established contract performance benchmarks and drive year over year improvements
- Attends and participates in department and/or stakeholder meetings
- Performs other duties as assigned

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Five (5) years of work experience in vendor or supply chain management
- Prior experience initiating and as a result drive organizational improvement
- Intermediate proficiency using Microsoft Office (Excel, Word, Power Point)

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Excellent interpersonal, verbal and written communication skills necessary to communicate
- with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong analytical, project management, business reporting and problem-solving skills with



Knowledge, Skills, Abilities and Other Characteristics

ability to come to conclusions and make clear recommendations based on findings

- Ability to absorb new knowledge and apply to job duties
- Ability to work collaboratively with internal and external stakeholders
- Ability to work independently and solve problems satisfactorily within scope of responsibility
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to prioritize, plan and organize projects and tasks
- Demonstrated ability to work on cross functional teams to deliver on common goals

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.