



## **SERVICE DELIVERY MANAGER I: JOB DESCRIPTION**

Classification: Full-time, Salaried, Exempt

Annual Compensation: \$55,000-\$70,000

Benefits: Medical, STD, and \$20K Life Insurance for Employee (Family Medical, Dental, additional Life Insurance, and LTD are available for additional employee-paid premiums)

Paid Time Off (PTO): 120 hours annually to start, accrued bi-weekly, plus 10 paid holidays

Reports to: Service Delivery Manager II, VP Commercial Services

### **Service Delivery Manager I**

<b>Role</b>	<b>Role Responsibilities</b>
Account Management Team Member	<ul style="list-style-type: none"> <li>• Perform account management duties (defined below) for assigned portfolio of clients</li> <li>• Work with division management in learning to develop ideas for growth of both individual client accounts and division as a whole</li> <li>• Communicate regularly with clients and technical staff about client satisfaction issues, expectations, and project potential</li> </ul>
Account Management and Administration	<ul style="list-style-type: none"> <li>• Responsibility for a portfolio of EITHER 10-20 small accounts, some requiring only minimal management, OR 1-3 larger accounts requiring regular active maintenance (or an appropriate mix as business dictates)</li> <li>• Develop and follow an account management plan for each assigned client, appropriate to the client's needs</li> <li>• Complete timely and accurate account administrative tasks such as contracts, proposals, invoices, and employee timesheet approval, using automated client management tools</li> <li>• Ensure staff time is properly billed if work falls outside contracted plan</li> <li>• Maintain client relationships and keep abreast of new technical needs through regular client contact as defined by each account management plan</li> <li>• Track hours billed to account and staff hours worked to determine and evaluate profitability, make changes as needed to increase profitability</li> <li>• Address accounts receivable issues with clients, escalate when appropriate</li> <li>• Complete reports on your clients' profitability, staff utilization, and other matters as required by Account SDM II or VP</li> </ul>
Technical Management	<ul style="list-style-type: none"> <li>• Ensure provisions of plans and contracts are being carried out by technical staff</li> <li>• Track and manage existing client projects</li> <li>• Manage client technical teams to ensure timely and accurate completion of technology maintenance and project-based tasks</li> <li>• Identify and commit appropriate resources for client needs and projects (technicians, vendors, etc.)</li> <li>• Resolve client and technical team conflicts               <ul style="list-style-type: none"> <li>➢ Respond promptly to client calls/emails to resolve questions and problems</li> <li>➢ Escalate client/staff issues promptly to more senior SDM when appropriate</li> </ul> </li> <li>• Conduct monthly technical team meetings to discuss projects, on-going</li> </ul>



	<p>maintenance issues, client concerns, and to motivate and energize staff</p> <ul style="list-style-type: none"> <li>• Assist in interviewing potential technical staff</li> <li>• Facilitate on-going training of assigned technical staff</li> </ul>
Business Development	<ul style="list-style-type: none"> <li>• Regularly assess client needs to:             <ul style="list-style-type: none"> <li>➢ Identify and sell appropriate RWA plans and services</li> <li>➢ Identify new services/innovative solutions for RWA to expand its suite of plans and services</li> </ul> </li> <li>• Identify new potential projects (gleaned through regular client and technical staff communication cited above)</li> <li>• Develop and sell proposals for simple new projects, refer more complex projects to SDM II</li> <li>• Respond to referrals and requests for information submitted on web site</li> <li>• Support VP and SDM II sales efforts with assigned clients</li> <li>• Represent RWA at professional events, such as networking gatherings and conferences</li> </ul>
Research	<ul style="list-style-type: none"> <li>• Read technology and business journals, articles, web sites, etc., to keep knowledge up-to-date re: current trends, best practices, etc. in technology management, especially as it relates to medical practices and small businesses</li> </ul>
<b>Qualifications</b>	
Required Education, Experience, Skills	<ul style="list-style-type: none"> <li>• The following combinations of education and experience may satisfy the minimum requirements for this position:             <ul style="list-style-type: none"> <li>➢ Associate’s Degree in Business Administration with an emphasis on business information systems or information technology management PLUS at least 4 years in a position that provided experience and knowledge of simple profitability analysis, basic IT project management, and team/staff management <b>OR</b></li> <li>➢ Bachelor’s Degree with a major or minor in Business Administration, with an emphasis on business information systems or information technology management, PLUS at least 2 years in a position that provided experience and knowledge of simple profitability analysis, basic IT project management, and team/staff management <b>OR</b></li> <li>➢ Equivalent military experience MAY substitute for the required education and experience at the discretion of the VP</li> </ul> </li> <li>• Excellent self-organization and self-direction in performance of tasks, including time management skills</li> <li>• Demonstrated ability to pay close attention to details and analyze for accuracy</li> <li>• Demonstrated business research, writing, and analysis skills</li> <li>• Demonstrated customer relationship and employee management skills</li> </ul>
Preferred Experience	<ul style="list-style-type: none"> <li>• Experience with the needs/business culture of medical practices and/or small businesses</li> <li>• Experience in assessing new client needs and developing/selling additional simple projects to meet them, based on conversations with clients</li> <li>• Experience using “packaged” client management tools such as Autotask to track prospects and proposals, manage contracts and service tickets, and process employee timesheets</li> </ul>



	<ul style="list-style-type: none"> <li>Understanding of appropriate uses of technology in a business setting, with actual technical training and experience a huge plus (networking, desktop support, etc.)</li> </ul>
<b>Evaluation Areas</b>	<b>Evaluation Criteria</b>
Behavioral Expectations	<p>Every employee will be evaluated on the way their work performance and behavior with clients and other team members embodies the RWA core values:</p> <ul style="list-style-type: none"> <li>Versatility</li> <li>Accountability</li> <li>Long-term Relationships</li> <li>Uncompromising Ethics</li> <li>Empowerment</li> <li>Spirit</li> </ul>
Performance Expectations	<p>As an SDM I, you will be evaluated on the degree to which you successfully carry out the job duties outlined above. Additional criteria will be:</p> <ul style="list-style-type: none"> <li>Adherence to RWA corporate policies and procedures as outlined in your employee handbook</li> <li>Posting at least 1 Med-Tech Research Wiki Page per year</li> <li>Degree to which employee meets goals and objectives as stated on prior review</li> </ul>
<b>Incentives</b>	
Bonus Potential	<p>Discretionary Bonuses may be awarded for the following efforts above and beyond the basic job description:</p> <ul style="list-style-type: none"> <li>Additional training and certifications</li> <li>Performance excellence</li> <li>Project profit-sharing for efficiency and quality on special projects</li> <li>Increases in account profitability through the development of new projects and opportunities and/or increased staff efficiency</li> </ul>
<b>Advancement</b>	
Promotion requirements	<p>To advance to SDM II:</p> <ul style="list-style-type: none"> <li>Satisfy job description requirements for SDM II</li> <li>Receive an average rating of 3.5 or higher on last performance review as an SDM I</li> <li>Have at least 18 months experience at RWA as an SDM I</li> </ul>