

Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 18, 2024

Published : Jul 18, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

For more than 20 years, PointClickCare has been the backbone of senior care. We've amassed the richest senior care dataset making our market density untouchable and our connections to the healthcare ecosystem exponentially more powerful than those of any other platform.

With Collective Medical & Audacious Inquiry, we've become the most expansive, full-continuum care collaboration network, offering care teams immediate, point-of-care access to deep, real-time insights at every stage of a patient's journey.

For more information on PointClickCare, please connect with us on [Glassdoor](#) and [LinkedIn](#).

Job Location:

This position is open to remote candidates. Territory will include Virginia, Kentucky, Tennessee, Arkansas, Mississippi, Louisiana, Alabama, Georgia, North Carolina, South Carolina and Florida. Up to 25% travel to client sites will be required.

Position Summary:

Reporting to the Manager of Professional Services, you will act as the primary client liaison to lead multiple customer facing EHR implementation projects simultaneously. You will experience managing customer implementations in a Professional Services environment, and have a proven track record for successfully attaining project objectives.

Key Responsibilities:

- Thoroughly understanding the customer's business and technical needs
- Acting as primary interface to client business units during all phases of the project
- Perform project kick-off meetings with customers and delivery resources
- Identify scope, create project plan, manage, monitor and control multiple externally facing customer implementations of our software. Manage the project budget, team resources, communications, and project plans.
- Ensure that customers successfully migrate to the PointClickCare solution in the most optimal way, with an effective transition to support upon project close.
- Monitor and report on project progress, problems and recommended solutions to the customer
- Identify and resolve risks and issues in a timely manner. Escalate concerns to the project team and senior management when appropriate.
- Report on deployments, schedules, budgets and revenue using internal methods.
- Foster continued growth of the team's project management capabilities, improving knowledge and experience within the PMO.
- Successfully manages several competing priorities.
- Contribute to the overall goals and objectives of the project Management Office
- Creating project plan, identifying scope, goals, deliverables, timelines and required resources
- Managing the day-to-day implementation of operational project aspects, defining project tasks and resource allocation
- Supporting customers in migration from current to future state in the most optimal way
- Updating and tracking project timelines and deliverables
- Providing direction and support to the implementation team and reviewing deliverables prepared by the team
- Managing project issues and dependencies

Required Experience:

- Experience in project management at a skilled level.
- Previous PointClickCare Knowledge is an asset but is not required, though previous experience with healthcare systems (EHR, EMR, Pharmacy) would be great.
- PMP or Prince II designation an asset
- Solid understanding of systems design would be great.
- Great attitude and work ethic.
- Strong leadership and relationship building capabilities, with ability to negotiate with and influence others to drive successful project outcomes.
- Excellent interpersonal and communication skills to interact with not only your team and internal customers, but our external customers also!
- An attention to detail and a passion to achieve quality outcomes is critical.
- Self-starter with the ability to take on new challenges.
- You are a quick learner with strong analytical and problem solving skills.
- Ability to self-manage, and monitor and track key performance indicators .

\$87,000 - \$94,000 a year

At PointClickCare, base salary is one of the many components that make up our total rewards package. The Canada base salary range for this position is \$87,000 - \$94,000 + bonus or commission + equity + benefits. Our salary ranges are determined by job and level. The range displayed on each job posting reflects the target for new hire salaries for the position across all Canada locations. Within the range, individual compensation is determined by job-related skills and knowledge, relevant experience including professional and lived experience, and/or work location. Your recruiter can share more information about our total rewards package during the hiring process.

It is the policy of PointClickCare to ensure equal employment opportunity without discrimination or harassment on the basis of race, religion, national origin, status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law. PointClickCare welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process. Please contact recruitment@pointclickcare.com should you require any accommodations.

When you apply for a position, your information is processed and stored with Lever, in accordance with [Lever's Privacy Policy](#). We use this information to evaluate your candidacy for the posted position. We also store this information, and may use it in relation to future positions to which you apply, or which we believe may be relevant to you given your background. When we have no ongoing legitimate business need to process your information, we will either delete or anonymize it. If you have any questions about how PointClickCare uses or processes your information, or if you would like to ask to access, correct, or delete your information, please contact

PointClickCare's human resources team: recruitment@pointclickcare.com

PointClickCare is committed to Information Security. By applying to this position, if hired, you commit to following our information security policies and procedures and making every effort to secure confidential and/or sensitive information.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
