



Job Title: Commercial & Customer Operations Program Manager

Department: Commercial & Customer Operations

Reports To: Sr Director, Commercial & Customer Operations

FLSA Status: Exempt

SOP Group: Customer Care

Position Overview:

The role is the epitome of cross-organization collaboration and requires a passion for making connections and structuring and simplifying complex problems. As a Project and Program Manager on this team, you will develop, implement and oversee frameworks for long- and short- term initiatives that address mission-critical operations for several of CeQur's priorities. This role interfaces regularly with teams across the entire company with the goal of ensuring commitments are aligned and delivered, work is optimized and structured, and plans are enacted and executed. As a self-driven, multi-tasker with excellent communication skills and as a trusted partner, you will understand and frame issues to make decisions, simplify complex problems, and remove obstacles. The role requires the ability to build trust with leadership and develop and manage communication channels across all levels of the organization. Additionally, this role is at the center of our partner engagements with Specialty Pharmacies, HUB and distribution partners and responsible for managing those relationships. CeQur is in the initial phase of identifying, designing and implementing a scalable systemic infrastructure that will allow the teams to quickly grow and scale and meet customers where they are and this position will play a key role.

The role will be remote with some travel required for business meetings and trainings to the home office in Greenville, SC.

Responsibilities:

- Effectively leads cross-functional teams in a collaborative environment to meet business goals within the established timeline
- Responsible maintaining vendor and partner relationships and management of KPI's and metrics
- Prepare program summary reports, develop project plans, identify risk and communicate mitigation activities
- Identify opportunities to increase efficiency, improve service levels and to ensure regulatory compliance through enhanced operations
- Own development, organization, and execution of large, complex projects from inception to operational execution and effectively develop and communicate program statuses.
- Set up an appropriate infrastructure including cross-functional team meetings, status reporting, and informal conversations to track program status, and surface reporting/metrics
- Lead the design and implementation of Talk Desk and Zen Desk



Education and Experience:

- Bachelor's degree
- 5+ Years in a customer-facing role within an enterprise software or software-as-a-service organization
- 5 years in healthcare related contact center, reimbursement, medical device or Diabetes related experience
- Strong operational discipline with an analytical, process-oriented mindset and a data-based approach to decision making and assessment
- Attention to detail and a stickler for accuracy, especially in creating and running data-driven programs
- Excel in a collaborative, team environment while able to work independently with minimal supervision
- Outstanding organizational skills and the ability to manage multiple tasks and requests
- A passion for customer engagement and service mentality
- Proven record of creating and maintaining business partnerships and relationships
- Create long-and-short term strategic plans, including setting targets for milestones and adhering to deadlines
- Collect, aggregate, and analyze data from multiple internal and external sources to drive insights into business performance