

UW HEALTH JOB DESCRIPTION

Coordinator, System Project Management Office			
Job Code: 340053	FLSA Status: Exempt	Mgt. Approval: M. Kleba-Buiser	Date: February 2024
Department: System Project Management Office		HR Approval: M. Grayson	Date: February 2024
JOB SUMMARY			
<p>The Coordinator, System Project Management Office (SPMO) will provide support to the SPMO by maximizing the efficiency and operations through the coordination of initiatives, projects, and standard work. The Coordinator should have a strong knowledge of the functions and operations of the SPMO.</p> <p>The Coordinator partners with SPMO Leadership to execute department-wide cross-functional initiatives and work teams and to maximize efficiency and capacity for the SPMO. The incumbent works closely with the project management team to carry out various tasks such as ensuring resources are properly allocated, monitoring timelines, and developing status reports. The Coordinator organizes department-wide annual planning. The incumbent will support the development of high value programs in a manner that ensures goals are met. Excellent time management, organizational, and communication skills are essential to this position.</p>			
MAJOR RESPONSIBILITIES			
<p>SPMO Operations & Department Coordination:</p> <ul style="list-style-type: none"> • Coordinate department action plans to achieve strategic goals and objectives. • Coordinate with the SPMO leadership team to streamline recommendations, implementation, and tracking of SPMO Key Focus Areas. • Identify and drive process improvements that contribute to effective decision-making, cross-functional collaboration, and a positive outcome. • Participate in and/or lead process improvement initiatives within the UW Health SPMO. • Analyze and track data to inform key decisions and monitor KPI's through the development and ongoing maintenance of complex visual management boards. • Coordinate processes related to conducting annual SPMO Benchmarking activities. • Assist the SPMO leadership team in partnership to maximize efficiency and capacity. • Support the implementation of UW Health Way lean management concepts at the organization and internal level. <p>Project Management:</p> <ul style="list-style-type: none"> • Utilize project management tools and principles to define and manage project scope, allocate resources, document, and monitor timelines and deliverables, and resolve risks and barriers. • Develop visual management, processes, and tools used to surface key information from the overall portfolio of projects which allows the team to “connect dots” in a clear, concise manner. • Act as liaison among various areas, departments, and vendors on a given project, ensuring effective integration and communication. • Develop and deliver status reports, proposals, and presentations in both formal and informal settings to SPMO leadership and other key stakeholders to support key SPMO projects and initiatives. <p>Communication:</p> <ul style="list-style-type: none"> • Prepare and assist with internal communications on behalf of SPMO leadership. • Coordinate department documents and plans across the SPMO and other cross-functional teams to ensure continuity across the department. • Provide virtual technology and communication tool support for the department. • Partner with SPMO leadership to ensure departmental processes incorporate a diversity, equity, and inclusion (DEI) lens. • Assist in advancing DEI learning within the department. <p>Continuous Learning and Professional Development</p> <ul style="list-style-type: none"> • Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements, and applicable technologies. • Develop and maintain professional relationships with stakeholders and continuously seek to build new positive relationships. • Continuously seek new learning opportunities, advancing knowledge and skills to better support the department. 			

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ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Business Administration, Information Services, or related field. Four (4) years relevant experience may be considered in lieu of degree in addition to the required experience below.
	Preferred	
Work Experience	Minimum	Three (3) years of experience in project coordination and process improvement
	Preferred	<ul style="list-style-type: none"> • Three (3) years of experience in a health care system or health payor organization • Three (3) years of prior experience within administrative operations or business operations departments • Five (5) years of experience in project coordination and process improvement
Licenses & Certifications	Minimum	None
	Preferred	Certified Associate in Project Management or Project Management Professional
Required Skills, Knowledge, and Abilities		<p>Demonstrates intermediate competency in the following:</p> <ul style="list-style-type: none"> • Communication • Effective team member • Respect for People • Continuous Improvement • Leading without direct authority • Maintaining strategic orientation • Business & administrative operations • Championing innovation • Managing execution • Strategic Thinking • Time management • Project coordination <p>Other knowledge, skills & abilities:</p> <ul style="list-style-type: none"> • Demonstrated success developing and implementing work systems and processes • Demonstrated success leading or coordinating development and delivery of projects for cross-functional teams • Demonstrated success establishing trust and confidence and collaborating with staff, coworkers, stakeholders, and leadership within a complex organization • Skilled in applying lean management practices and tools • Ability to manage multiple concurrent activities • Demonstrated ability to work well within a complex organization and collaborate with other staff • Must be self-directed and have demonstrated ability to prioritize and to manage multiple complex activities • Forward-thinking with a positive and professional image • Ability to work with individuals across roles and disciplines • Ability to work independently and as part of a team • Ability to ensure a high level of engagement across employees, patients, visitors, faculty, physicians, and external stakeholders • Ability to build and maintain relationships • Ability to analyze and synthesize information from a variety of sources and create meaningful translation into presentation materials • Ability to tell an audience appropriate story with audio/visuals • Ability to work on a deadline and track to specific timelines • Ability to function and make decisions with ambiguous direction • Ability to manage multiple dynamic priorities and adjust when needed • Ability to mentor and coach • Skilled in use of MS Word, Excel, Visio, OneNote, and PowerPoint

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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:		•		

Work/Environmental: Moderate noise level consistent with an office environment

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.