

UW HEALTH JOB DESCRIPTION

SENIOR CONTRACT MANAGER

Job Code: 420012	FLSA Status: Exempt	Mgt. Approval: J. Hood	Date: January 2024
Department: Supply Chain – Procurement Services		HR Approval: S. Whitlock	Date: January 2024

JOB SUMMARY

The Senior Contract Manager is a vital member of the UW Health Procurement team. As a part of the team, this position is responsible for but not limited to providing and executing direction, guidance, training to employees, and facilitating standard workflow within the system. This position will provide direction and recommendation to UW Health staff and leaders and will ensure a systematic and strategic approach is applied for all procurement efforts.

Overall responsibilities involve strategic contract management duties to include development of procurement strategy in collaboration with stakeholders, market/financial analysis, contract development, supplier/vendor negotiations and selection of equipment, supplies, services, and construction. With limited direction, this position requires effective team leadership of supplier negotiation strategies, including the ability to develop and implement all levels of the acquisition life cycle. Overall obtaining goods and services at the highest quality and lowest cost to the UW Health system. A working knowledge of the procurement laws, statutes, regulations, principles, processes, and practices of professional procurement are required.

Customer service is the focus of the Senior Contract Manager role, providing consultation to internal and external customers regarding Sourcing/Contracting and ERP system policies and processes.

MAJOR RESPONSIBILITIES

- Manages sourcing and contracting initiatives from conception to completion; leveraging various internal and external contacts to ensure effective financial stewardship and responsive customer service.
- Collaborates and develops strong working relationships with various department heads, physician leaders, other clinicians, hospital senior management, and materials management staff to create healthy markets and a competitive sourcing environment.
- Conducts frequent meetings to identify major sourcing or contracting opportunities. Proactively develops projects and timeframes necessary to meet objectives.
- Leads "time-limited/subject focused" teams and standing teams to identify opportunities to source and implement effective strategic sourcing and contracting strategies for major categories of UW Health spend and standardization for the system.
- Identifies and develops cost reduction initiatives, including alternative strategies for implementation consideration.
- Assembles and presents business cases to include data analysis, supplier capabilities/differentiation, market data and business requirements.
- Delivers and documents three to ten percent hard (P&L) savings within assigned category of spend annually.
- Conducts quarterly business reviews with key suppliers and department staff to identify areas of potential financial, procedure outcome, or patient experience opportunities.
- Engages suppliers and operational staff to ensure timely resolution of any service and delivery issues.
- Measures and monitors contract compliance, supplier performance per contract, service level agreements, and realized cost savings.
- Partners with Purchasing Operations and Supply Chain Informatics to ensure all price and product information associated with contracted items is accurate and up to date per contract.
- Reviews and negotiates all procurement contracts, supplier agreements, and Group Purchasing Organization (GPO) agreements for compliance with UW Health policies and other key terms.
- Coordinates the execution process of approved contracts, including required signatures, routing of documents to the appropriate parties, updating item master pricing and filing executed contracts with Oracle Cloud.
- Participates in clinical value analysis teams, stakeholder and departmental meetings representing the department, conveying the philosophy, and demonstrating the principles, of supply chain management to user departments.
- Acts as a resource to departments and staff regarding contractual agreements with suppliers.
- Consults and guides UW Health & Northern Illinois departments in RFX process. Including but not limited to the development of RFX documents (specifications and statement of work), review of bid responses, summarization of responses to business owners, and preparation of award recommendations and documents.
- Contract review and negotiation (interfacing with Legal department when needed), with the authority to execute contracts within the parameters of the UW Health Signature Authority Policy.
- Oversees the development of complex purchase orders.
- Negotiates and Develops Master Terms and Conditions with Strategic Partners.

UW HEALTH JOB DESCRIPTION

- Analyzes processes, recommends internal improvements, and assists in reviews of procurement policies and procedures.
- Act as a role model for all Procurement Services staff. Portrays a positive demeanor at all times through actions and communications. Act as a leader and resource for fellow Contract Managers.
 - Show respect for patient privacy and courtesy to all individuals encountered.
 - Effectively apply principals of effective feedback to diffuse difficult situations.
 - Follow standard work and departmental policies. Articulate the reasons for these policies to other employees.
 - Trusted Advisor to stakeholders and customers, providing clear communication with frequent status updates. Clearly articulates policy and procedures, while suggesting appropriate courses of action to meet customer requirements.
 - Know the competencies needed for a wide variety of Procurement work areas.
 - Demonstrate an ability and willingness to work in many areas when operational needs require.
- Provide direction, guidance, and training to Procurement Services employees in the absence of or under the direction of a manager.
 - Leads enterprise-wide sourcing, category management, and contract execution. Develops and executes category strategy and plans for the most complex UW Health spend areas.
 - Leads team through category transformation, ensuring continued performance of current expectations while moving team to new operating mode.
 - Demonstrates understanding of departmental and customer priorities, along with the ability to manage customer expectations.
 - Responds to customer requests and complaints regarding service.
 - Provides direction, guidance, and training to fellow associates in the absence of the manager.
 - Assist management with maintaining accurate records of shift assignments, quality control issues, service efficiency data, and cost savings outcomes.
 - Delivers a proactive category strategy based on analytics history and proactive identification of spend and solutions to streamline work and leverage the supply base.
 - Supports the Manager with hiring, mentoring and evaluating Contract Managers.
- Train new/current employees on all Contract Manager duties in centralized and decentralized areas, as appropriate.
 - Know and demonstrate the advanced level contracting and category strategic planning and execution skills
 - Understand and follow the principals of successful on-the-job-training.
 - Effectively articulate and demonstrate the principals and details of departmental standard procedures.
 - Document progress of new employees during the training and orientation period.
 - Provide constructive feedback to peers, while maintaining confidentiality and sensitivity in regards to corrective retraining.
- Act as a liaison in communicating and implementing changes in department policies and operational procedures,
 - Stay current with new or changed policies or procedures as communicated by management and act as a resource for fellow employees about reasons and details.
 - Act as a liaison between the Procurement department and its customers, anticipating customer needs, vetting problems and complaints, and attempting to solve them.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in business, supply chain or related field. Four (4) years of relevant experience may be considered in lieu of degree in addition to the experience below.
	Preferred	Master's Degree
Work Experience	Minimum	<ul style="list-style-type: none"> • Five (5) years of progressive experience in contract management of product and/or services portfolio, market analysis, contract analysis, contract negotiation and financial analysis. • Two (2) years of experience with sophisticated materials management information systems software and/or enterprise resource platform (ERP), preferably Oracle Cloud • Two (2) years of experience and a proven track record in strategic contract management and expense reduction.
	Preferred	Procurement experience in healthcare environment
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Strong leadership ability. • Understand and observe policies and procedures related to procurement activity. • Understand and observe sound business practices and principles. • Possess advanced computer skills including Microsoft Office; and proficiency in Excel

UW HEALTH JOB DESCRIPTION

	<p>spreadsheet analysis.</p> <ul style="list-style-type: none"> • Possess excellent verbal, interpersonal, and written communication skills. • Possess significant organizational skills in integrating, monitoring and scheduling activities. • Possess ability to work in a team environment and to collaborate with a variety of professionals. • Possess ability to maintain and convey a positive attitude and customer service approach. • Demonstrate skills in prioritization, problem solving, team building, decision-making, time management, and strategic planning. • Possess advanced knowledge of managerial finance. • Possess external knowledge of healthcare market influences concerning current group purchasing activities. • Understand efficient and current supply chain trends. • Ability to work and think independently in a dynamic, ambiguous and evolving health system. • Ability to lead a matrix team. Collaborates with appropriate experts to solve problems. Demonstrates ability to interact with all levels of associates, management, suppliers and attorneys. • Excellent analytical and critical thinking skills; continuous improvement mindset • Excellent written, graphical and oral communication skills with internal clients, external partners and team members; strong influencing and relationship skills; polished interpersonal skills • Maintains an ever present 'can do' attitude
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

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 dockets, 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				

UW HEALTH JOB DESCRIPTION

occupational qualifications:	
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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.