

Sample Job Description for Contract Manager

The networks of contractual relationships between healthcare businesses and providers, agencies and vendors have become increasingly complex. To keep pace with ever-changing contractual arrangements, many business owners have established the position of contract manager to oversee the development and maintenance processes. Below are key attributes of a contract manager.

ROLE

The contract manager's task is to ensure consistent management of all proposals and contracts. This generally includes oversight of the contract management process, as well as development of specific standards for bidding and submission, contract negotiations and document management. The contract manager's role in the contract development process requires close collaboration with various departments, including clinical operations, project management, account management, business operations and finance.

RESPONSIBILITIES

- Oversee organizational contract development and management activities, and enforce organizational principles of integrity and compliance.
- Ensure that contracts and proposals are properly entered into organizational databases and securely maintained.
- Develop standards for contracts, including presentation of budget, payment terms, general language and provisions.
- Perform appropriate clinical, administrative and operational research to support proposal and contract development.
- Conduct contract strategy meetings to identify issues and client requirements, facilitate pricing discussions, and obtain senior management input on timelines and deliverables.
- Draft contractual provisions based on strategy discussions, senior management input, and organizational needs and expectations.
- Assure accuracy and appropriateness of contract text and attachments.
- Interface with insurance companies regarding adequacy of coverage and purchasing needs.
- Serve as primary organizational contact during contract negotiations.

- Engage relevant stakeholders in negotiation decisions involving legal or regulatory requirements, contract standards and cost targets.
- Develop and execute negotiation strategies that minimize potential losses and benefit the healthcare organization's financial performance.
- Maintain deadlines on deliverables and communicate on an ongoing basis with business partners and internal clients about contractual issues.
- Review contractual performance of both parties to ensure compliance with terms and to identify conflicts or changes requiring resolution at contract renewal.

QUALIFICATIONS

- Bachelor's degree in business, healthcare management or related field preferred. (In some cases, an advanced degree may be desirable.)
- Prior work experience in a contract management role, such as purchasing or contracting.
- Proficiency in utilizing and interpreting financial models and analyses.
- Experience in applying organizational standards when developing requests for proposals, negotiating terms and drafting contracts.
- Ability to systematically analyze complex problems, draw relevant conclusions and implement appropriate solutions.
- Strong verbal and written skills, and ability to convey complex information in a way that others can readily follow.
- Excellent negotiating and persuasive skills, both in one-on-one and group situations.

RELATIONSHIPS

- Reports to chief business operations officer.
- Supervises proposals and contract development staff.
- Aligns with managers of business operations, including relevant divisions of finance, legal and project development.



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