

Project Management Office Lead

American Well, a national leader in the rapidly growing field of telehealth, seeks a highly motivated and professional Project Manager. We partner with the top health systems, health plans, employers, and digital health companies to deliver video doctor visits over mobile and web. We are changing the way healthcare is delivered by enabling every doctor to use telehealth with their patients, making care more accessible, affordable and convenient. Our goal is to bring care home.

Brief Overview:

Help drive the successful delivery of American Well's Professional Services offerings to a wide variety of health system, health plan, and employer clients, with a key focus on defining and maintaining standards for project management within the Professional Services organization, introducing economies of repetition in the execution of implementation and operational project activities, and driving continuous process improvements. The ideal candidate will have a track record of successful project management, be team oriented, and be comfortable working in a highly collaborative environment. Strong communication, creative problem solving, and excellent negotiation skills are all key attributes for this role. A strong capacity and the capability to build effective working relationships with internal stakeholders is a must. The Manager, PMO will develop strong relationships with the Professional Services Project Managers within multiple verticals, internal management and peer organizations.

Core Responsibilities:

- Provides support to the Sales team by serving as an expert in all aspects of the American Well product; provides SME support regarding the product and implementation processes, and facilitates the creation of initial statements of work, during the sales process.
- Facilitates the dissemination of key information to all members of the Professional Services team, including: publication of new/upcoming product releases and patches, notification of required cross-client configurations and procedures, and maintenance of the central knowledge base for the Professional Services team.
- Coordinates with the Technical Services, QA, and Hosting teams to manage the intake process for client configuration requests submitted by the Project Managers; includes global prioritization, scheduling, and entry/maintenance of commitment dates in the centralized scheduling tool.
- Coordinates with the R&D, QA, and Hosting teams to ensure that critical core upgrades, patches, and cross-client configurations and procedures are prioritized and scheduled for deployment across all client installations.
- Partners with the Online Care Group's Network Operations team to maintain the training curriculum and assets for the 101 and 102 training sessions that American Well provides to assist with the onboarding of the client's providers.
- Serves as a liaison with third-party vendors, managing the overall relationship and coordinating with the account manager from each organization on client-specific initiatives.
- Maintains project assets (e.g., presentations, project work plans, agenda templates, training materials, and statements of work) to ensure they are aligned with the latest implementation processes and best practices, sales packages, and product functionality.
- Coordinates with the Finance team to manage and direct month-end activities with the Project Managers, for the reporting and invoicing of billable hours and expenses.
- Coordinates with the Professional Services leadership to prepare and communicate executive-level updates on status and key issues for internal key stakeholders.

- Maintains the Professional Services Training curriculum and certification process; facilitates training of new Professional Services staff during the onboarding process.

Qualifications:

- Minimum 6 years of project management and/or consulting experience concurrently managing multiple large projects in a technical and cross-functional environment, leading clients and team members through large complex system implementations and integrations with aggressive delivery deadlines
- Exceptional communication, leadership, team building, and people management skills
- Outstanding time management and organization skills
- Proven history of managing teams (including direct reports) to meet aggressive deadlines, utilizing sound project management methodology (processes, best practices, tools, and templates)
- Ability to utilize effective communication or negotiation skills, employing diplomacy and sensitivity to resolve critical or escalated issues affecting the client, project team, or senior management
- Proven experience managing scope and internal/external expectations through effective negotiation and partnering
- Experience with Microsoft Office products (e.g., Word, Excel, PowerPoint, Project, Visio) and JIRA
- BA or BS degree required; Project Management Professional (PMP®) certification preferred
- Flexibility for minimal travel, from time to time

Your Team:

Should you join American Well and the Professional Services team, you can expect:

Work hard play hard is definitely the mentality of the Professional Services team. We are the movers and the shakers in the American Well pyramid. Tasked with advancing client goals, workflows, and overall experience, thinking “outside of the box” is the only consistency each day on the Professional Services Team!

Comprised of five key areas of focus - Health Systems, Health Plans, Employers, Strategic Accounts, and a Project Management Office - this poised, articulate and fast-paced team is the driving force between our clients and American Well’s revolutionary technology. Each specialized area within the Professional Services team has a common goal of managing an effortless and efficient user experience from behind the scenes; this team bridges the gap between the wants and needs of each unique client, putting them into action.

Telehealth is a new, exciting and evolving technology, changing the healthcare world. If you are passionate about healthcare, and would like to be surrounded by energetic, innovative team members.... We can’t wait to meet you!

Working at American Well

American Well is changing how care is delivered through online and mobile technology. We make online doctor visits accessible to everyone for one-off care issues like colds or infections, and chronic condition management, such as diabetes or depression. We make the hard work of

healthcare look easy and that requires a mission-driven mentality. We're a "go getter" culture that pride itself on smarts, initiative, creative thinking, and a strong work ethic.

Our corporate headquarters are located in downtown Boston at 75 State Street –in the heart of the city. In addition to the opportunity to build the future of healthcare technology and a great location, we offer:

- Three weeks of vacation time
- 401K match
- Competitive healthcare, dental and vision insurance plans
- Free gym access – on-site
- Drop-off/pick up dry cleaning service
- Prime office space with views overlooking all of Boston
- Complimentary snacks and drinks