

Job Title:	Contract Manager	Position #:	AS-
Job Family:	Administrative Services	FLSA Classification:	Exempt (Salaried)
Reporting Supervisor:	Chief Financial Officer	Salary Level/Range:	AS-

JOB DESCRIPTION

JOB SUMMARY:

The Contract Manager provides life-cycle management and tracking of all contracts with BestCare. The role serves as the gatekeeper to ensure that all contractual obligations are communicated and fulfilled. This includes reporting, renewal tracking, grant deliverables and any other stipulated agreements are communicated and fulfilled. Contract types includes but is not limited to; business agreements (BAA, MoU, QSOA), leases, software, vendor contracts, grants, and negotiated health plan, CCO, state and federal reimbursement agreements. All contractual agreements will align with the appropriate regulatory and compliance guidelines.

ESSENTIAL FUNCTIONS:

1. Develops and maintains a system for managing and tracking all BestCare contracts;
2. Develops and maintains a standardized vendor contract form using standardized language, guidelines, and procedures to support leadership in initiating contracted vendor agreements;
3. Initiates standard contracting with all vendors, vets prospective vendors to ensure that they meet mandatory standards to mitigate risks and provide quality products or services, verifying accuracy, and resolving discrepancies in line with BestCare's rules and guidelines, and facilitates the process through to fully executed contract status;
4. Develops and maintains a Contract Library (both digital/centralized and hard copies) to house all BestCare contracts and related correspondence and documentation; and approved vendor list;
5. Manages and tracks all BestCare contracts to ensure full compliance, execution, and timely close-out, extension, or renewal as needed;
6. Troubleshoots contract-related problems, such as breach or contract, identifies potential risks that contract changes may pose to BestCare;
7. Communicates and presents information to stakeholders about all contract-related matters;
8. Creates and maintains relationships with contract-holders and serves as the first point of contact for matters concerning contracts;
9. Stays informed about changes to relevant rules and regulations;
10. Provides new vendor vetting and approval, sets up information for Accounting, and manages authorized users on charge accounts;
11. Maintains approved vendor list;
12. Other related duties as assigned.

ORGANIZATIONAL RESPONSIBILITIES:

1. Performs work in alignment with the BestCare's mission, vision, values;
2. Supports the organization's commitment to diversity, equity, and inclusion by fostering a culture of open-mindedness, cultural awareness, compassion, and respect for all individuals;

3. Strives to meet Program/Department goals and supports the organization's strategic goals;
4. Adheres to the organization's Code of Conduct, Business Ethics, Employee Handbook, and all other relevant policies, procedures, and other compliance needs;
5. Understands and maintains professionalism and confidentiality per HIPAA, 42 CFR, and Oregon Statutes;
6. Attends required program/staff meetings and completes assigned training timely and satisfactorily;
7. Ensures that any required certifications and/or licenses are kept current and renewed timely;
8. Works independently as well as participates as a positive, collaborative team member.
9. Performs other organizational duties as needed;

QUALIFICATIONS:

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- Associates or Bachelor's Degree in Business Administration or related field *plus* 5 years' experience in successful contract administration/management *or*
- HSD or equivalent *plus* 7 years' experience in successful contract administration/management

LICENSES AND CERTIFICATIONS:

- Must maintain a valid Oregon Driver License or obtain one upon hire, have reliable transportation with adequate levels of insurance coverage, and be insurable under the organization's auto liability coverage policy

REQUIRED COMPETENCIES: Must have demonstrated competency or ability to attain competency for each of the following within a reasonable period:

- Extensive knowledge of legal requirements pertaining to relevant contracts;
- Proficiency in MS Office 365 (Word, Excel, Outlook), databases, virtual meeting platforms, internet, and ability to learn new or updated software;
- Strong interpersonal and customer service skills;
- Strong critical thinking skills;
- Outstanding communication skills (oral and written);
- Strong organizational skills and attention to detail, accuracy, and follow-through;
- Excellent reading and comprehension skills;
- Excellent time management skills with a proven ability to meet deadlines;
- Ability to maintain strict confidence as required by HIPAA, 42 CFR, and Oregon Statutes;
- Ability to build and maintain positive relationships;
- Ability to function well and use good judgment in a high-paced and at times stressful environment;
- Ability to manage conflict resolution and anger/fear/hostility/violence of others appropriately and effectively;
- Ability to work effectively and respectfully in a diverse, multi-cultural environment;
- Ability to work independently as well as participating as a positive, collaborative team member.

PREFERRED:

- SAP/ERP experience preferred

TOOLS AND EQUIPMENT USED: Standard office equipment including computer/laptop, copy/fax/scanning machine, printer, telephone or multi-line phone.

WORK ENVIRONMENT/PHYSICAL DEMANDS: The work environment is respectful, multi-cultural and inclusive, and the characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the employee to dress in a manner that meets the standards for professional attire at Best Care or per department-or job-specific requirements (See Dress Code Policy in Employee Handbook). Other conditions/demands include:

- Primarily indoors (95%)
- Prolonged periods sitting at a desk and working on a computer/laptop, with occasional standing and walking
- Exerts force or lifts/carries up to 10-20 pounds at times
- Pushes/pulls 50-75 pounds occasionally
- Continuous use of arms, wrists, hands to perform repetitive tasks/motions
- Occasional grasping/squeezing and reaching above or below shoulder-level
- Must be able to hear alarms/telephone/audio/normal speaking voice
- Must have clarity of vision: Near (<20"); Mid (>20" to < 20'); Far (> 20')
- Must be able to drive motor vehicle to perform job
- May be exposed to communicable disease

ACKNOWLEDGEMENT:

I have received, reviewed, and accept the above job description and understand that this does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the business needs for the employer and requirements of the job change.

Employee Name (Print):		Date:	
Employee Signature:			