



Position Description

Position Title: Global_Resource Manager, Clincierge

Reports to: Director, Global Client Services, Clincierge

Department: Global Client Services

Status: Exempt

Position Summary:

The Global Resource Manager (GRM) is responsible for management of Clincierge's global resources which directly support Patients enrolled in the studies we support. The GRM will continue to build and lead our team of global Clincierge Coordinators and strategic Vendor partners to meet the needs of our business pipeline and current programs.

Essential Duties:

- Build and manage best in class team of Global Clincierge Coordinators
 - Hire and onboard CCoordinators based on business pipeline needs
 - Assign CCoordinators to specific studies and monitor workload/utilization
 - Create and manage CCoordinator Professional Expert Program (PEP)
 - Create and manage CCoordinator Recognition program
 - Manage individual CCoordinator performance, coach and counsel
 - Reconciles and approves contractor invoices and monitors hours worked
- Manage team of strategic vendor partners
 - On-board new Vendors based on business needs
 - Assign Vendors to specific studies and monitor workload
 - Create and manage Vendor Professional Expert Program (PEP)
 - Manage Vendor performance KPIs, coach and counsel
- General
 - Interacts regularly with other Global Client Services staff on matters involving inter-department processes
 - KPI contract management for global contract coordinators and vendors

Supervisory Responsibilities:

- Overall supervisor of all contracted Clincierge Coordinators and strategic Vendor partners (Study Managers direct CCoordinators that are aligned to their studies on a study-to-study basis)

Financial Responsibilities:

- Complies with all Company and Project accounting procedures if issued company credit card
- Analyzes monthly budget to actual expenses in order to comply with corporate/ department revenue/ profit goals

Authority:



- Hire/Terminate/Performance Management of CCoordinators
- CCoordinator invoice approvals
- CCoordinator PEP Program
- Vendor PEP Program

Experience/Qualifications:

- Bachelors Degree or equivalent work experience
- Minimum 3-5 years management level experience of a global contract workforce
- Minimum 3 years directly supervising 4 or more employees including performance and salary management
- Experience with pharmaceutical clients preferred but not required

Aptitudes/ Work Characteristics:

- Ability to learn new procedures quickly and efficiently
- Ability to identify and correct inconsistencies or errors
- Highly organized and plan-oriented; adept at prioritization and follow-up
- Strong ability to adapt with environmental and situational stress
- Ability to effectively express opinions, influence others, direct activities, and follow-through on decisions
- Strong communications skills

Working Conditions:

- If primary work environment is from a home office, appropriate work space within the home must be identified and approved by company management
- Central or East Coast US required; Philadelphia HQ based is a plus
- The position may require up to 10% overnight travel

By Signing below, I acknowledge and accept the job expectations and requirements.

Employee Signature

Date

Approvals:

Human Resources: _____

Department Manager: _____

Implementation Date: _____