



CAQH Position Description

Position: Senior Manager, Vendor Management **Department:** Solutions
Reports To: Senior Director, Program and Vendor Management **Date:** November 2022

The Senior Manager of Vendor Management Services is responsible for developing and administering the CAQH vendor selection and management program. This includes the overall procurement, management, and compliance of current and future vendors and contractors providing Business Process Outsourcing Services, Technology Application and Infrastructure Services, Product Portfolio Management Services, Program Management Services, Solutions Partnerships and other key vendor relationships as assigned. The Senior Manager of Vendor Management Services reports to the Senior Director, Program and Vendor Management. The position is full time, exempt.

RESPONSIBILITIES:

- Lead, administer, and improve vendor selection and procurement processes.
 - Collaborate with internal business owners to define business needs, scope of services, onboarding approaches, budgets, timetables, and other key terms.
 - Manage vendor selection processes from end-to-end, including identifying vendors, assessing build vs. buy options, performing pre-contracting due diligence, negotiating pricing and KPIs, organizing responses, presenting recommendations to executives, securing approvals, monitoring vendor transitions, and handling day-to-day vendor interactions.
 - Formalize and document vendor RFI and RFP procedures and artifacts.
 - Manage the vendor contracting process with the legal team.
- Monitor and uphold performance of engagements.
 - Hold vendors accountable for contractual commitments, compliance requirements, and service and delivery performance levels.
 - Measure, track, and report on vendor performance metrics, and periodically assess and recalibrate SLAs and KPIs as business needs evolve.
 - Manage risks, issues, incidents, corrective actions, and escalations to resolution.
 - Organize and lead cross-functional Quarterly Business Review (QBRs) meetings.
- Manage vendor relationships holistically and collaboratively.
 - Develop and socialize vendor relationship management strategy that defines internal roles, responsibilities, and ownership.
 - Implement and maintain vendor governance models, conduct relationship performance assessments, and fulfill CAQH's governance obligations.
 - Facilitate communication between CAQH and Vendor leadership teams.
- Collaborate with internal stakeholders to deliver impactful results.
 - Work closely with the Finance department and Leadership Team to develop and track budgets, explain monthly budget variance, and forecast future spend.
 - Define annual goals to enhance the organization's procurement functions, mitigate organizational risk related to vendor outsourcing and optimize vendor configuration.
 - Provide collaborative vendor procurement services to internal customers including compliance and information technology security support with incident management and the timely rightsizing of engagements.
 - Own tooling and standards necessary to manage the vendor management services function effectively and efficiently.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Highly organized, self-driven, hands-on, and collaborative team player able to influence outcomes in a matrix organization with a significant vendor ecosystem.
- Proven abilities to develop and manage a multi-million-dollar vendor portfolio of complex business and technology services, preferably in the healthcare industry.
- Proven ability to build vendor partnerships and long-term relationships in a variety of service areas, preferably advanced technologies, BPO, and healthcare IT.
- Demonstrated ability to manage simultaneous projects and activities as part of a program.
- Ability to acquire and retain organizational, domain and product knowledge rapidly.
- Ability to communicate clearly and concisely with business and technical stakeholders.
- Ability to manage work and coordinate activities collaboratively with legal counsel, internal stakeholders, and external vendors across a matrixed organization.
- Proven negotiation skills with strong and persuasive oral and written communication skills, including executive presentations.

SUPERVISORY RESPONSIBILITY:

- None.

EXPERIENCE:

- 15+ years of professional experience including program management or product development in organizations with significant vendor outsourcing.
- 10+ years in vendor management catering to business operations and technical delivery preferably in the healthcare industry.
- 5+ years in a senior level role working with executive stakeholders and managing multi-million-dollar vendors contracts.

EDUCATION:

- Bachelor's degree required.
- Master's degree preferred.
- Degree in healthcare administration, public health, or technology disciplines preferred.

WHO WE ARE

Named one of the "Best Places to Work" by Modern Healthcare for five consecutive years, CAQH has helped nearly 1,000 health plans, 1.6 million providers, government entities and vendors connect, exchange information and operate more efficiently. CAQH technology-enabled solutions and its Committee on Operating Rules for Information Exchange (CORE) bring the healthcare industry together to make sharing business information more automated, predictable and consistent. CAQH Explorations researches opportunities to reduce the burden of manual processes in healthcare administration.

WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. We offer full-time remote work to all staff from any location and maintain a physical office (with many amenities) in downtown Washington, DC.

CAQH is an equal opportunity employer. It is our policy to recruit, hire, train, and promote individuals, as well as administer any and all personnel actions, without regard to race, color, religion, sex, national origin or ancestry, age, marital status, disability, protected veteran status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence, or any other characteristic protected by law. CAQH will not tolerate any unlawful discrimination and any such conduct is strictly prohibited.

This position requires proof of full vaccination against COVID-19 prior to the first date of employment, subject to applicable law. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation request is received and approved.

Applicants have rights under the [Family Medical Leave Act \(FMLA\)](#), [Equal Employment Opportunity \(EEO\)](#), and the [Employee Polygraph Protection Act \(EPPA\)](#). If you are interested in applying for employment with CAQH and need an accommodation to apply for a posted position, contact CAQH Human Resources at 202-517-0436.