

Job Title: Project Specialist Small and Rural Hospital Division
Department: Coaching – Small and Rural Hospital Division
Report to: Rural Account Leader with dotted line to PRC Leader

Desired Outcomes:

- ▼ 100% of dashboard metrics tracked monthly
- ▼ Improved operational efficiencies that result in growth of revenues
- ▼ Improvement in operational efficiencies that result in improvement of quality metrics

Duties and Responsibilities:

- ▼ Work with Rural Account Leader to develop and implement metrics/tactics for IP Ops review process
- ▼ Create “short list” quarterly of OP review (IP lines of service)
- ▼ Schedule and prepare review of accounts for Rural Operational Review
- ▼ Keep spreadsheet of OP review accounts and report progress to Rural Account Leader monthly
- ▼ Manage partner/coach transitions/SLS list review
- ▼ Schedule coaching team activities and interactions
- ▼ Management of renewals for all partners
- ▼ CRM tracking database management
- ▼ Work with coaches/AL to achieve goal of budget coaching revenue
- ▼ Update Dashboard Metric Tracking for all rural metrics to include quality audits for metrics in each pillar
- ▼ Work with Rural Account Leader and Marketing team to review Rural marketing plan quarterly to assess progress, plan next steps and identify follow up opportunities from TYYO’s and national conference attendance
- ▼ Work with Marketing and Web representatives to update Small and Rural tab materials on SG website quarterly
- ▼ Manage Strategic Partnerships documentation
- ▼ Organize BD “Straight A” Assessments for leads; schedule and prepare presentations
- ▼ Coordinate monthly Rural BD team meetings; track CRM entries, lead BD opportunities as related to Rural Leader tasks
- ▼ Track New Partner On-boarding including preparation for partner start-ups
- ▼ Administrative support of Rural Account Leader including, but not limited to, calendaring/scheduling, and travel arrangements
- ▼ Deployment tracking in Tenrox
- ▼ Research and manage new leads from website, inbound calls, referrals, etc... using CRM (not inclusive of leads from campaigns and Institutes)
- ▼ Coordinate with Firestarter Publishing to oversee and manage the sale of books, videos, webinars and Institutes
- ▼ Travel to SG Institutes and industry conferences for networking, development and relationship building with new/recent leads
- ▼ Work with Rural Account Leader to track Rural business development activities in CRM
- ▼ Coordinate with Rural Account Leader to manage calls, draft proformas, agreements, and start-up phase communications, including scheduling and tracking new partner introductory call between SG CEO and partner CEO

- ▼ Coordinate meetings between SG Coach and partner CEO and Senior Team members to collect partner-specific information for creating new partner coaching plans
- ▼ Assist Rural Account Leader to work with partner service team leaders to implement internal measurement systems and leader development training process
- ▼ Responsibility for monthly agenda, minutes and active participation in Rural team calls and meetings

Knowledge, Skills and Abilities:

- ▼ Minimum of Bachelor's degree in Healthcare Administration, Communication, Business or equivalent combination of education and experience required
- ▼ Advanced knowledge of Microsoft Outlook, Word, Excel, and PowerPoint
- ▼ Ability to support and coordinate details for multiple people/departments
- ▼ Ability to provide exceptional customer service to clients
- ▼ Ability to pay close attention to detail
- ▼ Ability to work on multiple projects simultaneously with a high degree of accuracy
- ▼ Ability to read and write the English language with proficiency

Physical Requirements:

- ▼ While performing the duties of this job, the employee is regularly required to use hands, and is required to talk and hear.
- ▼ The employee is frequently required to stand, sit, and walk.
- ▼ The employee may occasionally be required to reach with hands and arms.
- ▼ Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.
- ▼ Ability to sit, type, and view a computer screen up to 8 hours at a time
- ▼ Ability to use telephone / headset for up to 8 hours at a time

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Location: Gulf Breeze, Florida (some travel may be required)

Job Status: Non-Exempt

Compensation: \$16.82 to \$21.63/Hr.

Interested: Email Resume to bcantrell@studergroup.com

Studer Group is a drug and tobacco free environment. Pre-employment drug testing is required.