



**Position Title: CMMI Healthcare Engineering Center Project and Operations Manager**

Location: Healthcare Systems Engineering Institute, Northeastern University

Responsibilities: Primary responsibilities are to manage day-to-day operational, administrative, project management, and reporting aspects of the CMS healthcare systems engineering center, including project identification and scoping, relationship growth, and each of the center's five drivers/thrusts. This individual will work independently with routine guidance and oversight from HSyE management and will report to the HSyE Institute director. General responsibilities include:

- (25%) Day-to-day project and operations management of CMS center activities, including coordinating projects through to implementation and evaluation, events and meetings, student and health system on-boarding, any necessary MOU/IRB/IP paperwork, record keeping, and student, staff, and faculty project teams.
- (25%) Managing CMS-related communication, visibility, growth, spread, and dissemination activities, including annual and quarterly reports, publications and case studies, monthly partner status meetings, newsletter and website content, spread strategies and processes, and impact evaluation of all CMS projects, activities, and education.
- (20%) Assistance as-needed with operations management of the overall HSyE Institute, especially and primarily those related to CMS needs, including new student and staff, recruitment, hiring, and onboarding, minor budget support, travel coordination, and routine office logistics management (purchasing, work orders, arranging computer support, et cetera).
- (20%) Project and relationship management of a small portfolio of applied projects/health systems as part of our CMS center, including serving as senior leader of these projects, managing our overall HSyE relationship with these systems, and seeking/connecting applied technical projects and health systems to our broader institute activities, internship, and education activities.
- (10%) Contribute to overall HSyE institute operations on an as-needed basis, such as meeting management, onboarding and off-boarding logistics, coordinating with other staff and faculty, and effective post meeting follow-ups.

Qualifications: Master's degree or equivalent in industrial engineering, project management familiarity, and a minimum of three years of relevant work experience. Prior experience working in healthcare and/or academic workplaces is preferred but not required. Additional qualifications include:

- Ability to manage multiple activities simultaneously and work independently to meet milestones, action items, and quality expectations with ease and efficiency in fast paced environment
- Effective time management, meeting preparation, communication, and customer (internal and external) service skills. Highly organized, detail oriented, and ability to problem-solve effectively
- Integrity, dependability, judgment, and ability to maintain collaborative relationships with multiple groups (HSyE management, faculty, staff, students, and health industry partners)
- Strong computer skills, especially in MS Office suite products, e.g., Word, Excel, and PowerPoint.

Performance: Performance will be evaluated based on overall impact of the CMS center and projects, including the number of engaged health systems and implemented projects, total measured impact, and quality and timely completion of center administrative and ad hoc needs.