



Position: Client Operations Manager

Location: Wayne, PA

Company Description

HVH Precision Analytics leverages the power of leading-edge predictive analytics, the breadth of healthcare big data and our deep medical expertise to provide a unique and unmatched suite of services to the pharmaceutical and healthcare industries. Our proprietary ability to collect, aggregate, and analyze the journeys of known patients and to inform the early diagnosis of undiagnosed patients is revolutionary in the healthcare market, and helps our clients maximize their ability to find and engage patients.

HVH was built from a unique partnership between Perspecta (formerly Vencore and Lockheed Martin), a proven provider of information solutions in the defense-grade analytics space for the Department of Defense and Intelligence Communities, and Havas Health & You (part of Havas Group), a global strategic communication partner to many top biopharma companies.

We utilize the most comprehensive medical claims, healthcare records and consumer data sets available and tailor a blend of cutting-edge algorithms, analytic techniques, and machine learning to paint an accurate picture of patient journeys and populations. HVH's solutions help our clients gain insights not previously possible; we are connecting patients to therapy sooner and positively impacting lives.

Our predictive analytics platform is unequalled in healthcare. We have assembled a team of data scientists, mathematicians, astrophysicists, electrical engineers, biophysicists, and medical personnel, among others. We only hire the brightest, and we cherish our cohesive, interactive, constantly-innovating team.

Our health analytic service offerings include:

- Undiagnosed Patient Discovery
- Patient Journey Analysis
- Clinical Trial Analysis
- Therapeutic Market Sizing
- Analytics for Health Communication Optimization
- Health Economics and Outcomes Research

Position Description

We are growing rapidly as an organization and are expanding our Operations and Client Delivery team. We are seeking a Client Operations Manager with experience in successfully managing and improving Client Operations processes, from structuring engaging client capability discussions, through the development of influential client proposals to the management of the contracting process. Qualified candidates will have demonstrated experience in developing influential client proposals, creating and managing client contracts and supporting a sales organization in both pre-sales and sales operations activities.

Responsibilities

Proposal Development

- Partner with Business Development leaders to engage clients and understand business needs
- Translate business needs into HVH capabilities and offerings, solidifying scope
- Partner with Business Development and Client Delivery Managers to establish agreement on timelines, deliverables and delivery estimates
- Develop influential client proposals and coordinate proposal reviews with all stakeholders
- Partner with Business Development and Client Delivery team members to ensure impeccable proposal delivery
- Continuously improve the proposal content repository

Contract Development and Management

- Lead the contract development process including the development, review, approval and execution of all client contracts
- Lead the contract management process ensuring continuous alignment between client delivery programs and the client contracts that govern those program
- Partner with Client Delivery and Finance personnel to manage client contract related financials
- Report on key contract development and management metrics

Sales Operations

- Partner with Business Development and Client Delivery personnel to ensure complete and accurate sales funnel management
- Own the administration of the company's Customer Relationship Management suite
- Manage requests for sales support and align resources from across multiple functions to deliver on requests
- Provide accurate periodic reporting on sales activity, including new wins and sales funnel status

Required Experience

- Bachelor's degree from accredited university with strong undergraduate academic record
- 3+ years of professional experience in Life Sciences industry in proposal development and/or contract management functions
- Demonstrated strong proposal development/management experience
- Advanced knowledge of contract and financial management associated with service delivery projects
- Consistent career progression with increasing levels of responsibility; performing above expectations in professional roles
- Demonstrated ability to present complex material to a diverse audience
- Ability to work independently
- Strong oral and written communication skills including strong client presentation skills
- Proficiency in Microsoft suite (Excel, PowerPoint, Project, etc.)