

## **Description**

The Vendor Management Lead will work as the key liaison, relationship owner and operational point person between Medline and Humana. The OTC Vendor Management Lead will serve as the primary Humana associate that monitors all aspects of OTC fulfillment by Medline.

## **Responsibilities**

The OTC Operations Vendor Management Lead reviews, negotiates, and monitors all terms of the OTC Medline vendor contract and communicates with Medline regarding day-to-day matters. Builds and maintains positive relationship with Medline and monitors daily queue volumes, dispensed volumes, queue aging, purchasing / out of stock of items, turnaround times, logistics / shipping performance, and 3PL process from all contracted sites. Researches invoice and contractual issues and resolves discrepancies. Advises executives and impacted key departments (Logistics, Purchasing, Product, and Operations) to develop functional strategies (often segment specific) on matters of significance. Exercises independent judgment and decision making on complex issues regarding job duties and related tasks, and works under minimal supervision. Uses independent judgment requiring analysis of variable factors and determining the best course of action. Also will develop with Medline and key Humana Partners a Quarterly Business Review (QBR) meeting to report out and evaluate Medline performance on a quarterly basis as well as plan and implement needed process changes and improvements for the program. The Vendor Mgmt Lead will chair and lead this quarterly review. The Lead will also develop any needed daily, weekly and quarterly reports and presentations for the OTC fulfillment process.

## **Required Qualifications**

- + Bachelor's degree or equivalent experience
- + 5 or more years of a combination of Vendor / Project Management and/or Manager Level Operational leadership experience
- + Progressive operational experience with home delivery operations experience a plus
- + Previous experience in working with and/or managing large scale vendor partners
- + Leadership experience over a large metric-intensive operational unit
- + Proficient in Microsoft Office applications including Word, Excel and PowerPoint
- + Strong verbal and written communication skills
- + Strong facilitation and enterprise thinking skills
- + Must be passionate about contributing to an organization focused on continuously improving consumer experiences

## **Preferred Qualifications**

- + Certification with Six Sigma and/or the Project Management Institute
- + Prior experience in a healthcare or insurance setting
- + Knowledge of Medicare Advantage
- + High energy individual with a sense of urgency and proven ability to meet deadlines under

pressure.

+ Adaptable, flexible and willingness to be involved in the details to get the job done.

+ The ability to consult, advise and effectively communicate with senior management on a range of issues.

+ Grievance and Appeals experience

### **Additional Information**

### **Scheduled Weekly Hours**

40