

## **Contracts Manager – Non-Profit – Service Contracts**

HESSCO, a private non-profit agency, is seeking a full-time (37.5 hours per week) Contracts Manager.

HESSCO is an Affirmative Action/Equal Opportunity Employer and encourages all qualified candidates from diverse backgrounds to apply.

The Contracts Manager is responsible for the development and maintenance of all service contracts and relationships, evaluation of vendors, on-site monitoring, auditing, and the contract bid process.

### What you will do:

- Administer the Request for Proposal process for service provider contracts.
- Conduct vendor audits and monitoring for contract compliance according to the funding source requirements.
- Develop and maintain good working relationships with provider agencies through regular communication and problem resolution.
- Maintain the complaint/compliment log on vendors for use with quality assurance and vendor re-contracting. Conducts analysis of information.
- Maintain updated contracts in SAMS and work with the Fiscal Department around vendor billing issues.
- Conduct satisfaction surveys on vendor performance.
- Represent HESSCO in the community and at the Executive Office of Elder Affairs.
- Plan and present an annual vendor training.
- Recruit new vendors for identified gaps in service area.
- Provide oversight of the process for new referrals.
- Maintain and enforce strict confidentiality standards.
- Assist the agency by participating in projects as appropriate and assigned.

### Qualifications:

- Bachelor's Degree plus three years of relevant experience in human services environment or six years of relevant experience in human services environment required.
- Strong written and verbal communication skills.
- Demonstrated leadership ability, strong organizational and interpersonal skills required; supervisory experience preferred.
- Experience in report writing in client tracking system, preferably in SAMS.
- Strong computer skills including Microsoft Office.
- Access to high-speed secure internet.
- Valid Driver's License and reliable transportation required for travel.