

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

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

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.

### Responsibilities:

- 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 secure high-speed internet connection required.
- Valid Driver's License and reliable transportation required for travel.