

Position: AngelEye Project Management (PM) Operations Manager

The AngelEye Project Management (PM) Operations Manager will be responsible for the following: identifying, managing, coordinating, and developing processes needed to operationalize and support the implementation of the solutions they've been assigned to (Engage, NICU2Home and/or MilkTracker). This includes participating in direct project management (either as the Project Manager or Clinical/IT Lead) as well as internal operations and processes to ensure these solutions are successful and our team is able to execute implementations. This person works closely with Project Management, Sales, Marketing, Customer Success, and the Product Manager/s to identify operational gaps and opportunities for process and quality improvement.

This position requires a bachelor's degree and 2-4 years of experience in project management (project management certification preferred). Experience in specific areas of responsibility would be considered in lieu of degree(s)/certification(s). An ideal candidate would have project management experience in Healthcare Information Technology (HIT) and previous leadership experience. This candidate should be able to rely on limited experience and judgment to plan and accomplish goals, perform a variety of tasks, lead and direct the work of others and successfully act as a bridge between the internal sales and information technology teams. A wide degree of creativity and latitude is expected.

The candidate will be expected to enhance the organization's reputation by accepting ownership for accomplishing new and different requests, meanwhile exploring opportunities to add value to the Angel Eye team.

Reports To:

This position reports to the Director of Customer Success and Project Management.

Project Management Operations Manager Key Responsibilities:

- Perform the basic duties and responsibilities of the Project Manager job description
 - Coordinate internal resources and third parties/clients for the successful execution of projects
 - Ensure that all projects are delivered on-time and within scope
 - Participate in or lead client-training
 - Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
 - Ensure resource availability and allocation
 - Develop comprehensive project plans to be shared with clients as well as other staff members
 - Manage changes to the project scope and project schedule using appropriate verification techniques
 - Measure project performance using appropriate tools and techniques
 - Report and escalate to management as needed
 - Establish and manage the relationship with the client and all stakeholders
 - Perform risk management to minimize project risks
 - Create and maintain comprehensive project documentation
 - Delegate project tasks based on staff members' individual strengths, skill sets and experience levels
 - Track project performance, specifically to analyze the successful completion of short and long-term goals
 - Continually demonstrate and develop leadership skills
 - Attend conferences and training as required
 - Some travel may be required
 - Develop spreadsheets, diagrams and process maps to document needs
 - Perform other related duties as assigned
- Leadership Responsibilities:

- Lead the assigned solution project management team to support project needs and identify process improvement initiatives.
- Assist with identifying and resolving cross-departmental challenges or barriers that could impact the health of projects and/or the project pipeline.
- Conduct weekly project team meetings to review progress, identify risks, and plan for the next steps on current and upcoming projects.
- Take project assignments as Project Manager or Clinical/IT Lead (fewer project assignments to balance with other role responsibilities).
- Assist in identifying and coordinating resources that need to be created, updated or maintained to support operationalizing and implementing the solutions assigned to them.
- Ensures the identified resources are prioritized, delegated appropriately and executed by agreed upon deadlines.
- Works closely with the project management team and other managers to coordinate and plan for resources needed to support any on-site visits related to projects including gap analyses and staff training.
- Responsible for asset tracking of training equipment and/or materials (when applicable). Ensures that training packs are restocked and documentation is stored in the required location.
- Responsible for onboarding and coordinating the training of new team members including the development of training materials.
- Facilitate standardized post-go-live internal reviews and procedures.
- Perform annual reviews of the direct reports assigned as well as provide feedback throughout the year to promote successful performance and professional development.

Requirements:

- Proven working experience in project management
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multitasking skills
- Strong working knowledge of Google Office Suite
- Experience working in Healthcare or Healthcare Information Technology is a plus
- Project Management Professional (PMP), Certified Project Manager (CMP), or PRINCE II certification is preferred but not required for hire (strongly recommend obtaining certification within 2 years of hire date)
- Experience with Salesforce, Monday or other project management software applications is a plus

Project Manager/Leadership top skills & proficiencies:

- Coaching
- Project Management
- Management
- Process Improvement
- Planning
- Performance Management
- Inventory Control
- Verbal Communication
- Change Management

AngelEye Health, Inc. offers you:

- A growth-oriented team environment where your strengths are highly valued
- Opportunities to expand your technical skills and knowledge with on-the-job learning/training opportunities
- Benefits package (info provided separately)

Company Mission Statement:

Equipping care teams and empowering families of neonatal and pediatric patients to improve outcomes.

Values and Core Beliefs:

- Patients and their families first; Hospital Partners a close second; Our Team and their families make it all happen.
- Curiously innovate; Failure isn't fatal, and success isn't final.
- Execute the basics at a PhD level.
- Create and Maintain a Sense of Urgency!
- Effective communication is key!
- Transparency and Honesty in everything we do.

AngelEye Health - Project Management Operations Manager Position

AngelEye Health is seeking a skilled and proactive Project Management (PM) Operations Manager to drive operational excellence and ensure the seamless delivery of assigned solutions, including Engage, NICU2Home, and MilkTracker. This role focuses on identifying, developing, managing, and optimizing processes to support solution implementation and internal operations, empowering our team to deliver exceptional results. The PM Operations Manager collaborates across departments—including Project Management, Sales, Marketing, Customer Success, and Product Management—to address operational gaps and opportunities for process and quality improvement.

Key Responsibilities

In this role, you will:

- Oversee and manage all aspects of solution implementation from initiation to completion.
- Manage Project Management teams, including assigning and optimizing resource allocation.
- Identify and address operational gaps and develop process improvements to enhance solution delivery.
- Act as a key liaison between internal teams, including Sales and IT, to ensure project alignment and compatibility.
- Perform core responsibilities of the Project Manager role, such as resource coordination, client communication, and progress tracking.
- Lead and manage the assigned solution project management team, ensuring efficient operations and project health.
- Conduct regular team meetings to review project progress, assess risks, and plan next steps.
- Develop and maintain project documentation, including project plans, process maps, and training resources.
- Coordinate and prioritize the development of resources needed to operationalize solutions.
- Oversee on-site visits related to gap analyses, staff training, and solution implementation.
- Track and manage assets such as training equipment and materials, ensuring proper documentation and availability.
- Onboard and train new team members, developing and maintaining training materials to ensure a smooth transition.
- Facilitate post-go-live internal reviews to identify areas for improvement.
- Conduct performance reviews and provide ongoing feedback to direct reports to promote professional growth.

Leadership Responsibilities

- Lead process improvement initiatives to enhance team efficiency and project outcomes.
- Collaborate across departments to address challenges impacting projects and the project pipeline.
- Balance direct project assignments with broader operational and leadership responsibilities.
- Delegate tasks effectively, leveraging team members' strengths, skills, and experience.
- Foster a culture of accountability, continuous learning, and innovation within the team.

Requirements

- Proven experience in project management (2–4 years minimum).
- Bachelor's degree or equivalent experience (Project Management certification preferred).
- Strong organizational skills with attention to detail and multitasking abilities.
- Exceptional communication skills—both written and verbal—tailored to diverse audiences.
- Proficiency in Google Workspace (Docs, Sheets, Slides) and familiarity with project management tools like Salesforce and Monday.com.
- Healthcare or Healthcare Information Technology (HIT) experience is a strong advantage.
- Certification in Project Management (PMP, CMP, PRINCE II) is preferred, with a commitment to obtaining certification within two years of hire.

Top Skills & Proficiencies

- Leadership and coaching
- Project management and planning
- Process improvement and change management
- Performance management
- Effective communication and team collaboration
- Inventory control and resource planning

Reports To

This position reports to the Director of Customer Success and Project Management.

Why Join AngelEye Health?

At AngelEye Health, we're passionate about improving patient experiences through cutting-edge healthcare technology. As a PM Operations Manager, you'll play a vital role in shaping our processes, leading impactful projects, and empowering teams to deliver excellence.

Apply now and be a part of our mission to transform the NICU experience!

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- A growth-oriented team environment where your strengths are highly valued
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