Position Summary

Program Manager II

Purpose
The Center for International Blood and Marrow Transplant Research (CIBMTR) provides a unique resource of data and statistical expertise to the scientific community for addressing important issues in hematopoietic cell transplantation and other cellular therapies. Works independently under the direction of the CIBMTR Program Director of Statistical Operations to manage the activities and functioning of the statistical operations activities and Clinical Outcomes Research Program. In collaboration with Biostatistician III, CIBMTR Scientific Directors and Operational Directors ensures timely programming of deliverables. Provides supervision, direction, and guidance to Biostatistician II staff to facilitate statistical operational activities under the direction of the CIBMTR Program Director of Statistical Operations. Share responsibility with Biostatistician III for assuring the accountability of Biostatisticians II and Program Coordinators II products.

Research:
- Work in partnership with the Program Director of Statistical Operations to develop and implement strategies that enhance the performance and capabilities of CIBMTR MCW’s statistical services and ensure the alignment of goals and objectives with the mission, vision, and goals of the CIBMTR.
- Develop data driven metrics and dashboards to assist leaders in the decision-making process. Implement standard metrics relative to operational success.
- Oversee, develop, coordinate and maintain project management and quality assurance tracking. This will include project timelines, milestones, outstanding tasks and team members responsible for completion, and project deliverables. The Program Manager II will be responsible for creating/maintaining dashboards supporting the portfolio and time management for the team to follow as well as tracking upcoming deadlines to ensure timeliness in deliverable submissions. As part of the tracking, the Program Manager II will maintain all necessary documents that outline these milestones and dates. This includes preparation, tracking, and editing of monthly/quarterly dashboards and progress reports.
- Oversee and direct the day-to-day operations of the CIBMTR MCW Statistical Operations group and serve as one of the primary contacts and point person for CIBMTR MCW statistical operations.
- Coordinate with senior leaders, researchers, principal investigators, clients, scientific directors, and CIBMTR internal project leaders to plan and implement statistical project plans and delivery of quality deliverables.
- Coordinate the provision of statistical services for multiple studies and proposals. Manage research-related aspects of study timelines, resource requirements, working with the Program Director of Statistical Operations and Biostatistician III to ensure the successful and timely completion of required tasks.
- Under the direction of CIBMTR Program Director of Statistical Operations, ensures completion of project milestones.
• Ensure and maintain project compliance with regulations including IRB protocols.

**Innovation:**
• In collaboration with Biostatistician III, develops and maintain SOPs, guidelines, and good working practices.
• In collaboration with the Corporate Office and Finance & Administration, reviews the Statistical Operations resources financial information.

**Registry Support:**
• Develop and implement strategic and tactical plans for CIBMTR Statistical Operations growth.
• Manage and coordinate on the development of program materials including educational materials, training manuals, marketing materials, websites, and reports.
• Oversee, collect, analyze and disseminate program data related to the Observational Research Program and Statistical Operations Functional Area.
• Oversee the Statistical Operations administrative staff to support the management of the CIBMTR Scientific Committees.
• Participate on appropriate committees relevant to the advancement of CIBMTR Statistical Operations activities.

**Staff responsibilities:**
• Directly supervise CIBMTR-MCW Biostatistician II and Program Coordinators II. Responsible for administrative functions including hiring, training, performance reviews, mentoring and corrective action.
• Manage system to standardize/enhance statisticians training materials.
• In collaboration with the CIBMTR MCW Director of Statistical Operations and Biostatistician III, develop career paths and provide ongoing mentoring, training, and education to all statistical staff.
• Ensure that the statistical staff have clearly defined job descriptions, responsibilities, and performance standards and expectations.
• Oversee the components of statistical performance plans, coaching and feedback, ongoing evaluation of performance, and areas of development.
• Utilize available tools to manage resourcing and upcoming resource needs.
• Oversight and account for the statistical operations related activities, including scope, prioritization, and timelines.
• Directs the administrative staff to support the management of the CIBMTR Statistical Operations Area.

**Secondary Functions**
• Other duties as assigned.

**Knowledge – Skills – Abilities**
• Knowledge: Knowledge of technical, business, consultation, project management, and cultural awareness.
• Skills: Leadership; experience managing or coordinating the provision of services, critical thinking, customer focus, building trust, decisive judgement, interpersonal communication and networking, teaching, mentoring and supervisory/management; influencing skills, independent
research project management, written, oral and presentation skills required. Microsoft Office computer software and Internet skills.

Organizational Structure
Building: Froedtert Clinical Cancer Center
Department: Medicine
Division: CIBMTR
Reports to (Title): Program Director, Statistical Operations and Clinical Outcomes Research
Direct Reports (Titles): Biostatisticians II, Program Coordinators II
Collaborates with (Titles): CIBMTR Scientific Directors, Statistical Directors, Program Directors, Biostatistician Manager, Principal Investigators of Research Studies

Specifications
Appropriate education and/or experience may be substituted on equivalent basis
Minimum Required Education: Bachelor’s degree
Minimum Required Experience: 8 years
Preferred Education: Master’s degree with at least three years of experience in conducting and managing health-related research
Preferred Experience: Experience with program management in a medical, research or educational environment preferred. Excellent analytical and problem-solving skills, organizational, prioritization, computer and decision-making skills. Demonstrate strong skills and proficiency in Excel, Word, Power Point, Microsoft Project, Microsoft Planner and SharePoint. Ability to work effectively as part of a team and manage projects. Previous personnel management and supervisory experience. Highly detail-, accurate- and results-oriented particularly in terms of program data to ensure accuracy and integrity. Ability to interpret basic statistical results. Excellent written and oral communication skills.

Field: 
Certification: None required

Classification
Grade Name: 18
Full-Time Equivalent: 1.0
FLSA Status: Exempt
FLSA Test: Administrative
Workweek: Full-time role with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs.
Job ID: 263
Job Name: Manager
Position Category: Professional Services

Job Scope
Complexity – regularly applied judgment to accomplish tasks; develops policies and procedures
Impact – errors may cause moderate to serious damage, accuracy highly important
Autonomy – performs work independently with regular check-ins; supervision available as needed
Communication – occasionally resolves conflicts; adapts communication style to audiences
Responsibility – advises others
Confidentiality – regularly prepares and uses confidential information
Leadership – acts as a role model

Physical Requirements
Work requires occasionally lifting moderate weight materials, standing, or walking continuously.

Risk Potential
Little or no exposure to hazards such as dust, fumes, or extreme temperatures, airborne or blood borne pathogens, extreme temperatures, or allergens.

Sensory Acuity
Ability to detect and translate speech or other communication required. May occasionally require the ability to distinguish colors and perceive relative distances between objects.

Work Environment
Occasional exposure to dust, noise, temperature changes, or contact with water or other liquids. Work is performed in an environmentally controlled environment.

Performance Dimensions
Collegiality: Exhibit confidentiality, honesty, and actions that build trust and strengthen relationships. Listen to others and effectively communicate in a clear and concise manner through written and verbal communication. Demonstrate respect and commitment to the values of diversity and equity; seek out and incorporate diverse perspectives into decision making.

Excellence and Creativity: Exhibit initiative and ingenuity by taking ownership of tasks to proactively improve services, avoid problems, or develop opportunities. Generate novel and valuable ideas to impact institutional missions. Identify and implement new methods to increase efficiency and quality.

Education and Development: Displays an ongoing commitment to continuous learning and self-improvement in one’s area of responsibility. Actively seek out mentorship and learning opportunities that can be applied to current and future work activities. Develop and maintain professional affiliations. Participate in design, development, and/or evaluation of instructional materials, methods, courses, or programs.

Agility and Judgment: Remain flexible and versatile in rapidly changing environment and adapt quickly to changing circumstances. Change behavioral style or method of approach when necessary to achieve a
goal. Make timely and sound decisions based on analysis of information, experience, and logic. Show reliability and accountability in the successful completion of all work.

Stewardship and Institutional Citizenship: Support transformational change to achieve institutional vision and strategies. Be an active and thoughtful participant in institutional initiatives, meetings, and committee work. Conserve resources and use in an efficient and cost-effective manner across all institutional missions. Look for ways to improve and promote quality within area of influence.

Disclaimers
Background Check: Employment in this position may be contingent upon successfully completing a background and criminal history check, caregiver background check in accordance with the Wisconsin Caregiver Background Check. Law, physical examination, and/or driving record check.

Equal Opportunity Employer: The Medical College of Wisconsin is an affirmative action / equal opportunity employer and does not discriminate in hiring or employment on the basis of age, sex, race, color, religion, national origin, veteran status, disability, or sexual orientation.

Diversity and Inclusion: The Medical College of Wisconsin defines diversity as a commitment to recognizing and appreciating the variety of individual differences in an environment that promotes and celebrates individual and collective achievement. The diversity of MCW continues to be an important source of innovative ideas and creative accomplishments.

Confidentiality: Employees that have access to MCW, affiliate, subsidiary, or student data or Protected Health Information (PI), or research protected information are obligated to protect the confidentiality and proper use and access of this information in order to prevent loss, misuse, unauthorized access, unnecessary identification, or security breaches.

Completeness: This job description is not an employment contract and the Medical College of Wisconsin may modify this document at any time. This document is intended to indicate the types of tasks and levels of skill, effort, and responsibility required by positions assigned this title. This information shall not be construed as a declaration of the specific duties and responsibilities of any particular position. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of direct reports. The functions described are not to be interpreted as exclusive or all-inclusive of the various functions performed.