

QMetrics Job Description: Senior Project Manager



Q M E T R I C S

Position Summary

The Senior Project Manager, Survey Operations is responsible for leading and delivering complex survey-based projects while ensuring the accuracy, integrity, and quality of data, reporting, and operational processes. This role combines strong project management expertise with advanced data acumen, requiring the ability to manage cross-functional workflows, validate datasets and reporting outputs, and enforce rigorous quality assurance and quality control (QA/QC) standards.

The ideal candidate is analytical and detail-oriented, with the ability to think critically, identify risks and discrepancies, and drive continuous improvement across survey operations. This individual will serve as a key liaison between operations, data/reporting, analytics, and leadership teams, ensuring alignment, transparency, and high-quality deliverables.

This candidate must possess superior critical thinking skills and work independently as well as collaboratively.

Project Management & Delivery

- Lead and manage multiple concurrent projects to ensure delivery against defined goals, scope, timelines, and milestones.
- Develop, maintain, and track detailed project plans, status reports, and performance metrics.
- Manage project scope, risks, issues, and change control processes to ensure successful outcomes.
- Facilitate meetings, document action items, and ensure timely follow-through on deliverables.
- Collaborate with business owners and stakeholders to define project goals, success metrics, and critical success factors.

Data Quality, Reporting & QA/QC

- Review and validate datasets, reports, and dashboards to ensure accuracy, completeness, and consistency.
- Perform QA/QC on deliverables and review team outputs to ensure adherence to quality standards.
- Identify, investigate, and resolve data discrepancies and operational issues.
- Document QA/QC findings and implement corrective and preventive actions.
- Manage internal quality control processes to proactively identify risks and drive issue resolution.

Survey Operations & Process Improvement

- Identify opportunities to improve survey operations, data quality, and reporting workflows.

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- Develop and maintain standard operating procedures (SOPs), policies, and process documentation.
- Support and lead continuous improvement initiatives across Survey Operations
- Participate in establishing best practices, tools, and templates to enhance organizational capabilities.

Stakeholder Collaboration & Communication

- Serve as a liaison between survey operations, data/reporting teams, and leadership.
- Provide clear, concise, and executive-level communication to internal and external stakeholders.
- Collaborate cross-functionally to ensure alignment across operational, technical, and business needs.
- Deliver excellent customer service to both internal and external clients.

Team Support & Organizational Responsibilities

- Foster a collaborative, analytical, and solutions-oriented team environment.
- Understand and adhere to company policies, procedures, and compliance requirements.
- Perform other duties as assigned.

Required Qualifications:

- 1) Minimum Experience
 - Five or more years in healthcare industry preferably in a health plan setting with knowledge and/or hands on experience working with provider data.
 - Five or more years of experience in program management, or management of large-scale projects
- 2) Education/Licensure:
 - a. Bachelor's degree with emphasis in business administration or health care preferred or equivalent experience
 - b. Master's degree preferred
 - c. PMP or related project management certification experience is a plus
- 3) Strong written and oral presentation skills
- 4) Proficiency in Microsoft Office Suite and Smartsheet

Position Type	Exempt Full-Time, Contract to Hire	Requirements	Occasional Travel
Reports To	Chief of Quality Operations	Start Date	5/1/2026
Salary Range	\$ 70k – 90k	Revision Date	04/14/2026
Approved By	Jim Dalen	Approved Date	4/16/2026