



Example of Senior Case Manager Job Description

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Our company is searching for experienced candidates for the position of senior case manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for senior case manager

- Plays the role of mentor to others, lead process improvements
- Contributes to inspection readiness planning
- Conducts monthly audits of a specific office to ensure all program operations comply with the Quality Control Plan and contractual obligations
- Assess the current position on each account in your portfolio/ workload in relation to balance, arrears, payment history and customer engagement to date
- Lead medium to large ECM projects that impact other applications and technologies
- Analyze, design, and develop IBM Case Manager solutions to replace paper intensive business processes
- Work with analysts to gather requirements, write technical design documents, develop solutions, test, debug, and implement projects
- Perform complex assignments independently, , in large team settings
- Work with outside vendor teams that interface with our internal applications
- Provide development estimates based on project scope

Qualifications for senior case manager

- Ability to prioritize work and ensure all compliance elements are met
- Transformational Leadership Skills including an awareness of team dynamics and functioning

- Proficient in use of safety database
- Functional and technical understanding of other pharmacovigilance systems and tools