

Contract Services Manager

Job ID: 00412984

Job Function

Finance Services

Schedule

Full-time

Location

United States-California
South San Francisco

Job type

Regular Employee

Company/Division

Pharmaceutical

Job Level

Experienced

Who We Are

At the Roche Group, about 80,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 30 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. The headquarters for Roche pharmaceutical operations in the United States, Genentech has multiple therapies on the market for cancer and other serious illnesses. Please take this opportunity to learn about Genentech, where we believe that our employees are our most important asset and are dedicated to remaining a great place to work.

The Position

Contract Services Manager

Contract Services Managers are responsible for contract services (including contract set-up, membership and affiliation assignment and maintenance) and/or customer payments in accordance with accuracy and compliance requirements. Customer payments may include responsibilities, as assigned, for processing fees, rebates, discounts and chargebacks, as per the terms of each contract. Additionally, Contract Services Managers act as subject matter experts (SMEs) on SPCM Contract Operations processes, collaborating with Contract Operations partners and stakeholders in various meetings, initiatives and projects. Expertise in the processes, calculations, systems and Standard Operating Procedures (SOPs) that support contract services and customer payments is critical to success in this position. Contract Services Managers, by comparison to Associate Contract Services Managers, also have responsibilities for developing complex analyses and reports, reviewing from the work of less experienced team members, performing contract set-up and structure for other team members, managing Internal Control Over Financial Reporting (ICFR) tracking and monitoring activities, and leading projects to improve processes and procedures.

- Acts as a lead SME for assigned contracts, other activities, SPCM Contract Operations systems, processes and SOPs
- Plays a lead role in cross-functional initiatives involving new/updated pricing and

- contracting strategies, terms, conditions, language and the like
- Proactively seeks out complex information on changes in laws, regulations and other external factors and dynamics. Works with manager and other internal partners/stakeholders to interpret the information and assess its effect on current contracting models, pricing, discounts, rebates, chargebacks, compliance and the like. Develops appropriate responses, including recommending changes in complex pricing and contracting strategies, programs and contract administration
 - Plays a lead role in development, education, communication, implementation and ongoing maintenance of Contract Operations SOPs, systems, processes, data, reporting templates and the like. Includes serving as a liaison for technology-related projects to ensure systems or enhancements are designed to meet the operational needs of Contract Operations and supporting testing for new or updated systems
 - Works with manager and others to establish appropriate performance metrics for monitoring, evaluating and reporting on contracts, contract performance and other business, legal and regulatory requirements
 - Plays a lead role in development and delivery of Contract Operations training; including conducting training for other staff members and, as appropriate, others outside of the department
 - As assigned, leads or otherwise participates in and supports other special projects
 - As assigned, may perform some or all of the following:
 - Enters contract information into departmental systems and databases Performs contract set-up and maintenance. Includes 340B Program Integrity support and assigning customers to appropriate contract groupings and class of trade (membership and affiliations), coordinating and managing contract term reviews
 - Collaborates with other departments to determine appropriate pricing eligibility for new managed care customers; identifying customer entities, class of trade and appropriate contract pricing
 - Implements departmental changes arising from such things as complex pricing strategies, updates to operating procedures, or internal policies affecting Contract Operations
 - Uses relevant contract terms, conditions and other regulations, policies, etc. as well as appropriate systems and tools to evaluate, calculate, validate and process customer payments
 - Prepares payment packets as per the terms of each assigned contract. Ensures packets are routed through to all appropriate partners/stakeholders for review and approval
 - Works with Customer Finance and other partners/stakeholders to track customer payments and ensure accurate and timely payments are made to customer accounts. Helping ensure penalties are avoided
 - Develops and evaluates contract performance using approved financial modeling templates
 - Completes ICFR tracking and reporting, as per business and legal requirements and departmental policies & procedures
 - Prepares, obtains approval for and ultimately publishes departmental scorecard reports, customer business review reports, various compliance and other ad hoc reports
 - Performs ongoing membership and affiliate maintenance. May include updating membership/affiliation on an exception basis in accordance with business rules
 - Responds to questions/inquiries; may include policies, pricing, payment calculations, contract performance, compliance, etc
 - Interacts with contract customers to share and request information related to contract terms, contract data files, etc.
 - Helps successfully resolve issues related to contract membership, affiliation and/or customer payments

- Monitors purchasing activity of assigned managed care customers and alerts appropriate individuals of suspicious trends; includes participating in resolution of such issues or concerns
- Reviews work prepared by less experienced team members and coaches them accordingly, explaining SOPs and other requirements and ensuring their work is accurate and in accordance/compliance with varying requirements
- Supports internal and external audits
- Complies with all laws, regulations and policies that govern the conduct of GNE activities

Who You Are

- Bachelors Degree (general business or finance disciplines are preferred)
- MBA or other related graduate-level degree is a plus
- A minimum of 6 years' previous work experience in contract operations or financial analysis (must include 4 or more years' significant previous experience administering managed care and/or government contracts in the pharmaceutical, biotechnology or related industry)
- Understanding of drug contracting, customers, and the distribution channel including government price reporting
- Thorough knowledge of current policies and guidelines that affect contracts, pricing, rebates, etc. in the managed care environment
- Thorough knowledge of systems and reporting mechanisms that support contract operations particular to the pharmaceutical/biotechnology or related industry
- Must demonstrate a high level of proficiency with Microsoft Excel, PowerPoint and Word
- Experience using Business Objects or SAP is preferred
- Outstanding skills/proven track record in writing departmental SOPs and training others in their use of SOPs
- Previous experience in other functions within the pharmaceutical, biotechnology or related industry is preferred, e.g., product marketing, managed care marketing, field sales, field account management, market planning, strategic planning, market research, market or sales analytics, customer finance, legal, customer service & operations, etc.
- Proven track record for consistently meeting or exceeding qualitative, as well as any quantitative, targets and goals
- Business travel, by air or car, is required for regular internal and external business meetings

Genentech is an Equal Opportunity Employer.