

Associate Director Project Management

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Company: Teladoc Health

Location: Canada

Category: other-general

About us Teladoc Health is the global virtual care leader, offering the only comprehensive virtual care solution spanning telehealth, expert medical, and licensed platform services. Teladoc Health serves the world's leading insurers, employers, and health systems and helps millions of people around the world resolve their healthcare needs with confidence.

Position Summary The Associate Director, Project Management position will work across all functions and departments to manage deliverables required to implement and maintain Teladoc Health Canada's line of business. In this role you will define and drive key project decisions and tasks, and obtain cross-functional consensus where needed, ensuring products, services and partnerships are delivered on-time, within budget, and meet quality expectations. This role will create a Project Management Office (PMO) and recruit for supporting resource(s) to staff this function appropriately.

Role and Responsibilities Work with senior leadership team and managers across functions to identify and help communicate critical implementation requirements for the business. Review and prioritize projects based on the requirements identified above and the resources required. Define processes, project plans and meeting cadence for each prioritized / active project, working with the PMO team and allocated resources within the business to define milestones and roles. Manage key project risks and issues, including appropriate escalation to executive sponsors as needed, including but not limited to: Coordinate the efforts of various team members and stakeholders to ensure the completion of tasks, develop a timeline for the completion of each project, create a budget for project tasks and monitor spending within approved project resourced, recommend changes to stay within budget and on time, develop an alternate plan for completing

a job if needed. Proactively manage and prioritize analysis and facilitation activities across key projects. Work collaboratively with the appropriate business and/or function leads to refine deliverables (including analysis results, SOPs, implementation plans, etc.). Assist with change management as required for larger scale or complex projects, outlining the path to successful implementation. Keep stakeholders involved through a structured program approach of updates, meetings, and status reports. Support other large-scale activities, as directed by the senior leadership team.

Qualifications and Education Requirements Strong analytical skills with 10+ years of project experience. Project Management Professional (PMP) or Lean Six Sigma certification. Previous success in leading projects in complex business process environments is required. Experience in Canadian Healthcare and tangible success in process optimization and operational excellence would be a strong plus. Experience working collaboratively with both business users and technical teams. Expertise in relevant business software (Excel, PPT, Word, Visio) is required. Individual must be a self-starter who has experience working with remote teams. Individual must be able to work with people of all levels within the company. Experience in Telehealth would be a bonus.

At Teladoc Health we thrive on difference and individuality. Teladoc Health is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. We are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected and supported. We are dedicated to building a workforce that reflects the diversity of our customers and communities in which we live and serve. If you require an accommodation for any stage of the recruitment process / interview process (including alternate formats of materials, or accessible meeting rooms or other accommodation), please reach out to us at RecruitmentAccessibilityRequestsCanada@teladochealth.com

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