

Salient Corporation
POSITION DESCRIPTION

Position: Senior Advisor	
Department: Health and Human Services	Reports to: VP Health and Human Services
Job Classification: Exempt	

PURPOSE: Integrate knowledge of Health and Human Services program areas into Salient's health and human service solutions, business consulting and training processes. Deliver business consulting and participate in training for health and human services clients to translate business needs into Salient Solutions.

PRIMARY DUTIES & RESPONSIBILITIES:

Subject Matter Expert:
<ul style="list-style-type: none"> • Serve as client facing Salient subject matter expert as related to Health and Human Services (HHS) clients. • Develop and maintain in depth knowledge and understanding of Salient's health and human service solutions, software system capabilities, and how Salient can be applied and enhanced to improve HHS performance. • Maintain knowledge of state health and human services departments, programs, their missions, functions, and roles of clients including challenges and future directions.
Client Interactions:
<ul style="list-style-type: none"> • Pre-sale support in preparing and delivering demonstrations of the Salient's health and human service solutions • Lead client needs assessment sessions to identify professional services, licenses and enhancements needed. Facilitate and document requirements for new applications or enhancements. • Assist in carrying out business consulting to understand client mission and processes. • Recognize and leverage opportunities to influence customer solutions. • Assist the team in managing client relationships and expectations.
Training/Communication:
<ul style="list-style-type: none"> • Proactively communicate with internal team members and external customers to ensure that outcomes are achieved. • Develop user training plans and timing. • Assist in developing role-based business scenarios for user training and web-based resource library. • Attend user training as subject matter expert and deliver training as appropriate.
Strict adherence to Salient and client security policies and procedures.
Carry out other duties as necessary and as assigned.

QUALIFICATIONS: To perform this position successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education: B.S. in related field; advanced degree desirable
Experience: 5-10 years of experience in Health and Human Services
Required Skills or Knowledge: <ul style="list-style-type: none"> • Knowledge of state health and human service departments, programs, their missions, functions, and roles of clients • Interact professionally with Salient staff and clients • Ability to build and maintain relationships and networks with diverse range of stakeholders on often complex,

conflicting and ambiguous issues

- Track record of creating practical solutions to complex and ambiguous problems
- Possess excellent listening, critical thinking and problem solving skills
- Ability to work as part of a team and independently
- Ability to manage projects and supervise staff
- Ability to lead and facilitate meetings with clients and staff on complex projects
- Ability to create organized, concise, and professional documentation and materials to the clients and staff
- Lead projects from original concept through final implementation
- Successfully engage in multiple initiatives simultaneously in a fast-paced work environment
- Able to establish strategy and influence customer solution directions
- Personal integrity, sound judgment and an honest and ethical approach

Functional/Technical Competencies:

- Develop strong skills in the suite of software tools in use at Salient
- Develop proficiency in Salient's health and human services solution areas and software capabilities
- Obtain a knowledge of state health and human service departments challenges and future directions.

Language Skills:

- Strong written and oral skills with the ability to communicate complex issues and concepts clearly, succinctly and with influence
- Ability to target communications to the intended audience
- Ability to create organized, professional, written documents

Travel Requirements:

- This position is based in Albany, NY.
- This position may involve extensive travel to client sites (50%); may require extended hours