Managing Director of EHR and Epic Services

Position Overview
We are seeking an accomplished and forward-thinking Managing Director of EHR & Epic Services to lead Evergreen's EHR strategy and execution efforts. This role is pivotal in shaping the future of our clients' digital healthcare ecosystems by driving innovative solutions that improve patient outcomes and operational performance.

As a trusted expert, you will partner closely with healthcare executives to design and deliver tailored Epic and EHR strategies that align with their organizational goals. You will oversee high-impact engagements, ensuring projects are executed with excellence, quality, and measurable value. Your leadership will extend beyond delivery, fostering collaboration within Evergreen's Strategic Service team and shaping best practices across the organization.

The ideal candidate brings deep expertise in healthcare technology, a proven record of leading Epic implementations, and the ability to navigate complex clinical and operational landscapes. Success in this role means building meaningful relationships, guiding clients through their EHR journey, and enabling Evergreen to set the standard for strategic, value-driven EHR delivery and optimization.

The person in this role actively contributes to Evergreen's culture of belonging, where everyone feels welcome and supported. In addition, this person embraces Evergreen's goal of being the *"Best Place to Work"* through building relationships, working collaboratively, and embodying our company's values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).

Essential Functions
Leadership and People Management

- Develop and maintain a strong team by fostering positive relationships, leveraging individual strengths, celebrating accomplishments, and providing meaningful feedback while embracing opportunities for improvement.
- Conduct regular team meetings to unify communication, expectations, policies, procedures, and escalations, and provide relevant company updates.
- Hold weekly one-on-one meetings with team members to discuss job satisfaction, performance, growth opportunities, ongoing projects, individual/team goals, and other important topics.
- Oversee new employee onboarding, performance management, and career development, providing coaching, mentorship, and support for continuous professional development.
- Ensure employees understand and execute their duties within defined deadlines, delegating responsibilities as needed and ensuring adherence to

Hiring organization
Evergreen Healthcare Partners

Employment Type
Full-time

Job Location
6720 Frank Lloyd Wright Ave, Suite 200, 53562, Middleton, WI, USA

legal and organizational policies and procedures.
- Provide clear direction, set performance expectations, conduct regular performance reviews, and identify and address skills gaps.
- Foster a positive and inclusive work environment, promoting employee engagement, well-being, collaboration, innovation, and accountability.

Delivery Excellence

- Serve as billable leader (est. 50-70% utilization) for all phases of Evergreen Strategic Services projects with a focus on EHR/Epic ecosystems including project design, discovery, planning, execution, and project close. Examples might include enterprise-wide Epic implementation, Epic instance alignment, Refuels, Community Connect, AI and feature adoption, and more.
- Accountable for project scope, timeline, resources, and budget for Evergreen projects.
- Provide oversight and accountability for project outcomes through outcomes documentation, lessons-learned, and leave-behind materials.
- Cultivate strong relationships with healthcare clients, act as a trusted advisor during engagements and continue to maintain these relationships.
- Serve as liaison and highest level of escalation between diverse IT and operations groups including executive leadership.
- Mentoring consultants/team members on Evergreen Solution engagements.

Delivery Enablement, Sales Enablement, and Business Development

- Define the vision and strategy for EHR strategic projects & implementation services with a focus on Epic within the EHR Solutions team.
- Identify and develop solutions and services opportunities based on industry knowledge, market demands, and Evergreen business needs.
- Develop and implement best practices, tools, and methodologies for Epic implementations and optimization
- Stay up to date with Epic trends, industry and healthcare technology trends, and regulatory changes to keep services and methodologies up to date.
- Continuously evaluate processes to identify opportunities for increased efficiency and effectiveness.
- Leverage industry connections and knowledge to identify potential business development opportunities and collaborate with Account Executives on lead generation and qualification.
- Participate in client meetings as a subject matter expert and serve as the owner for approach and methodology for client specific needs
- Contributing to proposal and RFP delivery process including strategy, project scope and timeline, pricing, and resourcing.
- Create thought leadership content, marketing materials, and attend industry conferences

General

- Live Evergreen's Mission and Values: Embody our purpose and core values in everything you do—how you work, communicate, and collaborate.
- Foster Strong Relationships: Build meaningful connections across teams and with partners, grounded in trust, feedback, and respect.
- Contribute Beyond Your Role: Support hiring, onboarding, training, and company-wide initiatives that help Evergreen grow and thrive.
- Continuously Improve: Help refine processes, share knowledge, and adapt to new systems and ways of working as we scale.
- Show Up and Support: Pitch in when others need help, participate in cross-

functional work, and attend our annual in-person retreat.

Qualifications

- 10+ years of healthcare and EHR strategy, implementation, and support experience
- Proven leadership and experience with more than three (3) Epic implementations or Refuels (enterprise, new modules, road mapping, etc.), current or previously held Epic certifications preferred
- Proven leadership and experience with developing EHR implementation and post-live support plans (scope, timelines, resources, and budget)
- High degree of commercial acumen with a proven ability to sell into and influence C-level executives.
- Strong understanding of healthcare workflows, clinical operations, and IT strategy
- Proven experience in client engagement, account management, or a similar role.
- Strong background in program management, with a proven track record of delivering projects on time and within scope.
- Strong experience using Microsoft 365 products: Word, Excel, PowerPoint, Teams, and Outlook, along with experience using applicable client enterprise systems (EHR, ERP, etc.) and other relevant software applications.
- Excellent interpersonal skills with the ability to manage sensitive and confidential information with professionalism and diplomacy.
- Ability to establish and maintain effective working relationships with diverse groups of team members, managers, and vendors.
- Demonstrated commitment to put forth consistent effort and successfully complete assigned tasks quickly without sacrificing quality.
- High attention to detail, including strong time management, analytical, organizational, and active listening skills.
- Ability to contribute to a positive working environment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Salary Range

$ 250,000+ depending on experience, in addition to bonus eligibility and a comprehensive benefits package.

Work Hours + Travel Requirements

Evergreen's core working hours are 9am – 5pm Central Time, and most of our internal meetings take place during this window. This may vary based on the business hours of your client partners. In addition, work may occur outside core business hours while on business travel or to address urgent client needs. Frequent travel averaging 50% per year, depending on project needs. If remote, travel might include annual visit to Evergreen's headquarters in Middleton, Wisconsin.

Physical Demands

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 15 pounds at a time.

Work Authorization Requirements

Evergreen is interested in every qualified candidate who is eligible to work in the United States. However, we are currently unable to sponsor work visas. At this time, candidates must reside in the U.S. to be eligible to work at Evergreen Healthcare Partners.