

JOB TITLE: CAPTURE MANAGER
REPORTS TO: PRESIDENT
DEPT./CONTRACT: OPERATIONS – BUSINESS DEVELOPMENT
FLSA STATUS: EXEMPT
HOURS PER WEEK: 40

SUMMARY:

The Capture Manager is responsible for leading and overseeing business pursuits and capture activities including, but not limited to Federal healthcare program (DHA, VA, CMS) and/or State healthcare program (MD/NY) accounts. The Capture Manager is responsible for full lifecycle capture management including managing the opportunity stage review process, assisting with bid/no bid decisions, building relationships with key partners, designing and executing a winning proposal strategy.

RESPONSIBILITIES AND DUTIES:

The following reflects NHA's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- ❖ Accurate pipeline preparation and upkeep that contributes to NHA's ability to meet and exceed revenue growth objectives.
- ❖ Lead the development and execution of approved capture strategies, win themes, and discriminators.
- ❖ Brainstorm solid and effective technical, operational, management, personnel, business and pricing strategies, approaches and/or solutions and overall vision.
- ❖ Maintain proposal plans to ensure the feasibility and appropriateness of schedules and perform change management in coordination with proposal and team.
- ❖ Lead all internal opportunity pursuit/capture and proposal development activities, including pre-planning development of storyboards; annotated outlines; drafting content; and the review, recovery, finalization, and production of final content.
- ❖ Ensure that final proposal products are fully compliant with the RFP requirements and are consistent with the direction of the executive team.
- ❖ Ensure that key milestones for final content review, white glove, and production are met without exception to ensure on-time delivery of proposals.
- ❖ Brief capture status to senior management at specified milestones in the capture process.
- ❖ Conduct after action reviews for all business opportunity capture participants to document lessons learned and identify necessary adjustments to capture technique, strategy, and actions.
- ❖ Work in partnership with operations staff and proposal managers to develop and implement detailed capture strategy and tactics, holding primary responsibility for the pre-RFP capture/marketing effort and negotiating with internal and external teammates.
- ❖ Prepare and maintain the capture plan and schedule, and secure executive approval of the plan, including interim approvals as it evolves.
- ❖ Collect and document intelligence about the customer, procurement, competition, and price.
- ❖ Identify potential BD risks and development avoidance and mitigation strategies.

QUALIFICATIONS:

- ❖ At least 7+ years of strong leadership, teamwork, interpersonal skills and experience with managing multiple capture efforts and creating winning proposals in U.S. Government.
- ❖ Familiarity with Federal agencies overseeing healthcare programs - DHA, VA and CMS, is preferred.
- ❖ Familiarity with State agencies overseeing healthcare programs – Maryland, New York State, is preferred.
- ❖ Respected leadership, strong capture experience, and confidence in abilities to plan and execute a winning capture effort while maintaining the company's capture efforts at highest levels.
- ❖ Ability to conceptualize a vision for winning, develop a capture plan that implements the vision, adjust the vision as the procurement unfolds, and manage the capture activities and team to achieve the vision.
- ❖ Ability to understand customer's needs and objectives of both NHA Federal/State customers and the ultimate customers who will evaluate the proposal.
- ❖ Patience and people skills to achieve effective progress, anticipate problems, and keep capture activities moving forward.
- ❖ Proven track record in managing and motivating large winning cross-functional capabilities and proposals effectively and consistently.
- ❖ Proven track record of successfully executing all phases of a large, multi-year capture effort, using proven processes, including strategic planning, addressable market analysis, competitive analysis, teaming, price-to-win analysis, and full proposal development.
- ❖ Demonstrated working knowledge of the Federal Acquisition Regulations (FAR).
- ❖ Understanding of Federal market, trends, competitive pressures, and regulatory constraints.
- ❖ Strong written and verbal skills to effectively communicate the capture plan and status across the capture team and upwards to management
- ❖ Understanding of pricing, baseline pricing strategies, and the evolution of pricing strategies into business strategies that are competitive and compelling for the customer.
- ❖ Ability to gain internal support, operate independently with limited supervision and feedback, and establish a solid working relationship with technical staff, managers, and peers across the organization.
- ❖ Exceptional time management skills.