
CAQH Position Description

Position: Business Analyst Manager

Department: Solutions

Reports To: Director Product Management

Date: November, 2016

The Business Analyst Manager leads the Business Analyst function and is responsible for effective and timely goal achievement through leadership and management of a team of Business Analysts. The position requires a demonstrated ability to manage, coach and mentor in-house staff, develop and execute plans and budgets, manage and improve business processes, and monitor and report operational results. The Business Analyst Manager is also responsible for defining, analyzing and documenting business requirements for one or more CAQH solutions. In this capacity, he/she will work directly with product managers and software developers to identify business rules, use cases and expected behavior for new product functionality, and form those rules into user stories and other technical documentation. The successful candidate will bring prior experience managing direct reports as well as extensive experience in technical business analysis, requirements management and technical documentation.

The Business Analyst Manager reports to the CAQH Director Product Management. This position is full time, exempt.

RESPONSIBILITIES:

- Supervise and coach assigned business analyst staff members.
- Assign work to staff members to ensure that workload is balanced and can be completed per project schedules.
- Monitor activities of staff to ensure completion of assigned tasks per schedule, and review work product to ensure quality and accuracy.
- Gather business requirements and break them down into relevant, accurate and detailed functional requirements and user stories.
- Write detailed user acceptance criteria for user stories that can be understood by business stakeholders, software developers and quality assurance analysts.
- Plan and facilitate technical design meetings between architects and developers to help gather and document their technical solutions to the business problems for which you are defining requirements.
- Plan and facilitate status meetings with business stakeholders and product management.
- Lead backlog grooming sessions to help define new functionality, enhancement requests and software fixes, as well as to answer questions from software developers, architects, and QA analysts so they can accurately estimate
- Work closely with the product manager and development manager to help create and shape release plans.
- Review unit tests and quality assurance test cases to ensure they cover all of the relevant business scenarios.
- Monitor the progression of business and functional requirements throughout the project

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- life cycle and work with software development teams to resolve issues.
 - Research current Business Analyst trends and best practices. Promote best practices and the development of skills, competencies and the level of maturity within the Business Analyst Center of Excellence
 - Contribute to short and long-term organizational planning and strategy as a member of the management team.
 - Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated self-starter and creative thinker who can handle a considerable amount of unstructured, real world data and be comfortable thinking about solving problems using new and novel approaches.
- Ability to document business, market or product requirements and create functional design specifications.
- Ability to provide critical thinking skills to solve problems and think strategically.
- Ability to occasionally create wireframes and process flow charts utilizing tools such as Visio.
- Highly organized and efficient, with excellent follow-up skills.
- Strong and persuasive communication skills (written and verbal).
- Ability to translate vision and goals into day-to-day activities and behaviors.
- Basic understanding of software development processes, relational data models.
- Ability to communicate clearly and concisely with business and technical stakeholders using their terminology.
- Excels at operating in a fast pace and changing environment.
- Displays consistent professionalism and good judgment.
- Ability to influence others to move toward consensus.
- Strong supervisory, interpersonal, coaching and mentoring skills.

SUPERVIR RESPONSILITES

Position is responsible for directing and supervising business analyst staff.

EXPERIENCE:

- 5 – 6 years of hands-on experience in a business analyst, software development and/or product development role or equivalent position.
- 2 – 3 years supervisory experience
- Healthcare experience preferred (payer or revenue cycle management).

EDUCATION:

- Bachelor's degree in computer science, business, healthcare, mathematics, statistics or related field.

WHO WE ARE

Named one of Modern Healthcare's Best Places to Work in 2016, CAQH, a non-profit alliance, is the leader in creating shared initiatives to streamline the business of healthcare. Through collaboration and innovation, CAQH accelerates the transformation of business processes, delivering value to providers, patients and health plans.

- **COB Smart™** quickly and accurately directs coordination of benefits processes.
- **EnrollHub™** reduces costly paper checks with enrollment for electronic payments and electronic remittance advice.
- **CAQH ProView™ (formerly Universal Provider Database®)** eases the burden of provider data collection, maintenance and distribution.
- **SanctionsTrack®** delivers comprehensive, multi-state information on healthcare provider licensure disciplinary actions.
- **CAQH CORE®** maximizes business efficiency and savings by developing and implementing federally mandated operating rules.
- **CAQH Index™** benchmarks progress and helps optimize operations by tracking industry adoption of electronic administrative transactions.

WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. Our location in downtown Washington, DC is metro-accessible, has an onsite fitness center and is centrally located to allow our team to take advantage of professional networking opportunities, cultural offerings and a thriving social scene.