

## CAQH Position Description

**Position:** Director, Operations

**Department:** Solutions

**Reports To:** Managing Director, Solutions

**Scope:** Full-Time/Exempt

- Yes *This position is subject to a pre-employment criminal background and/or financial history background check.*
- No

### Position Summary:

The Director of Operations has overall responsibility for the business operations of a growing portfolio of nationwide industry utilities aimed at streamlining business processes across the healthcare system. The role manages a team that directs and oversees vendor-operated service centers located in three countries. These service centers provide call center, document processing, data entry, fulfillment and other production support functions to providers, health plans and other users of CAQH services.

### Specific Responsibilities:

- Lead planning for the Solutions-wide operations function and evolve it into a data-driven, proactive service organization that advances CAQH goals.
  - Develop an overarching long-term vision for the operations function that improves quality and efficiency and define a roadmap for implementation of identified capabilities.
  - Partner with CAQH product managers and other members of the Solutions team to identify, define and prioritize operational requirements for current and new offerings, participate in product development activities, and support change management procedures.
- Oversee the implementation of new capabilities identified on the operations strategic roadmap to support product and organizational goals.
  - Direct the review of operations systems and procedures, and recommend improvements to increase throughput and efficiency, drive down costs and improve quality.
  - Implement necessary training, dashboards/reports and other tools required to execute the operations strategic vision.
  - Lead the development and implementation of policies and procedures and other documents to mature operations function.
  - Manage relationships with external service providers to ensure successful initial and ongoing delivery of new operations capabilities.
- Manage a team of internal and external operations resources to meet and exceed service level expectations.
  - Develop and maintain forecasts of demand and capacity for operations functions.
  - Actively monitor and manage internal and external operations centers to meet service level expectations.

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- Serve as an escalation point for operations issues, manage escalated problem resolutions and quarterback subsequent root cause analysis and resolution.
  - Systematically, identify, prioritize and execute improvement opportunities. Collaborate with product management, technology, program management and other departments to coordinate cross-functional work and opportunities as applicable.
  - Oversee the preparation for, and successful completion of, periodic accreditation reviews (e.g., NCQA) and compliance requirements (e.g. HIPAA).
  - Manage vendor and in-house staff, provide oversight and execution of plans and budgets, manage and improve business processes, and monitor and report operational results.
- Provide strategic visioning and leadership for the operations function and serve as a key contributor within the Solutions management team.
  - Promote leading healthcare industry and organizational thinking, cultivate new ideas, foster innovation, provide subject matter expertise across settings, and mentor/coach staff members. Frame complex trends into logical, implementable services/products.
  - Lead the delivery of sound service and model excellent relationship management with external consultants, vendors and customers.

### **Supervisory Responsibility:**

Manages staff of three or more direct reports.

### **Skills:**

- Ability to apply analytical frameworks to assess, design and implement operational strategies.
- Excellent interpersonal skills with strong and persuasive oral and written communication skills, including executive presentations.
- Ability to analyze, communicate and implement changes to ensure continuous progress toward supporting goals.
- Ability to communicate clearly and concisely with business and technical stakeholders using their terminology.
- Ability to manage teams and work collaboratively and effectively across matrix organizations.
- Ability to balance analysis, experience and intuition to drive department processes and goal achievement.
- Proven reasoning and demonstrated sound judgment and decision making.
- Reflects a participative management and information sharing style, which models, advocates and supports the team concept and the culture of the organization.
- Ability to perform multi-faceted projects in conjunction with day-to-day activities; modeling commitment and enthusiasm.
- Ability to formulate, implement and manage both strategic and operational plans, including budget development and fiscal administration.
- Ability to be future-focused with contingency plans for unexpected setbacks and challenges.
- Well organized; able to prioritize work to ensure objectives accomplished in a timely and on-budget manner. Can accomplish results without sacrificing existing commitments.
- Results and people-oriented. Has the ability to balance business and human considerations.

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### Experience:

- A minimum of 5 years of experience in a healthcare setting, with emphasis on efficiency, implementation of new capabilities and overall customer satisfaction.
- A minimum of 10 years managing business operations and customer-facing support with a technology focus.
- A minimum of 5 years supervising operations management, staff and vendors.
- Experience with designing, implementing managing both in-house and outsourced solutions strongly preferred.

### Education:

- Bachelor's Degree required.
- Degrees in business, healthcare administration, or technology preferred.
- Master's Degree highly desirable.

### Certification Requirements:

- Six Sigma or other operational improvement methodologies preferred.

### Physical Work Activities & Conditions

- Continuous sitting for prolonged periods more than two consecutive hours in an 8 hour day interspersed with mobility.
- Keyboard use of greater or equal to 60% of the workday.
- The ability to lift and move up to 10 lbs.
- Private, temperature controlled office and usually quiet.

### Percent of Travel

- 10% percent travel may be required, including infrequent travel to offshore locations.

*The purpose of a job description is to describe the overall function and general responsibilities of a job. Job descriptions are used in hiring and training and to provide employees with a better understanding of employer expectations. Actual job functions and duties will vary as job responsibilities and business needs require.*