



CAQH Position Description

Position:	Operations Support Specialist	Department:	Solutions – Operations
Reports To:	Senior Manager, Operations	Date:	November 2022

The Operations Support Specialist works closely with the internal Operations team, Implementation team, outside vendors, and consultants to help complete objectives that support the CAQH organizational goals. A successful Operations Support Specialist must be a highly motivated individual who thrives in a fast-paced environment with constantly changing priorities. This person should be an excellent communicator and a patient problem solver with exceptional time management skills.

The Operations Support Specialist reports to the Senior Manager, Operations in the CAQH Operations department. This is a full-time, non-exempt, remote position.

RESPONSIBILITIES:

- Administer the Operations department ticketing workflows in Jira.
- Resolve operational problems within the defined schedules and service level agreements.
- Analyze root causes of operational malfunctions and provide resolutions.
- Assist with escalated issues and follow-up on outstanding issues promptly.
- Provide troubleshooting assistance to providers or clients who require help using the system.
- Review and internal reporting of help desk CSAT and NPS metrics.
- Develop preventive measures and document issue resolution procedures.
- Recommend process improvements to improve operational efficiency and cost-effectiveness.
- Monitor system operations and troubleshoot problems.
- Assist in budget preparation and resource allocation for support services.
- Install, support, and maintain Policies & Procedures.
- Maintain daily logs of operational issues and maintenance activities.
- Contribute to business meetings and report on issue status.
- Develop support plan to prioritize and resolve multiple issues.
- Monitor assigned email boxes for issue triage and resolution.
- Perform provider outreach, track performance metrics of outbound email campaigns and generate reports to demonstrate the performance of outbound initiatives.
- Support quality assurance and auditing initiatives by executing test cases/audit instructions to ensure system quality and reliability.
- Use critical thinking to see the big picture, determine the problem and understand fundamental parts of the problem.
- Serve as an additional administrator for the CAQH learning management system (LMS).
- Assist with Product audits and Domain Table updates.
- Other Operational duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong critical thinking skills.
- Ability to drive components of large multi-functional projects.
- Self-starter with strong initiative.
- Ability to adapt quickly.
- Experience/skills using Excel, PowerPoint, and Microsoft Word.
- Workflow management tool experience preferred (e.g. Salesforce, Microsoft Dynamics or another CRM, Jira and Confluence).
- Learning Management System tool experience a bonus.

EXPERIENCE:

- 1-2 years of experience in an operations role required.
- 1-2 years of project management experience preferred.
- Call center and vendor management experience preferred.

EDUCATION:

- Bachelor's degree preferred (business, healthcare administration, or technology).

WHO WE ARE

Named one of the “Best Places to Work” by Modern Healthcare for five consecutive years, CAQH has helped nearly 1,000 health plans, 1.6 million providers, government entities and vendors connect, exchange information and operate more efficiently. CAQH technology-enabled solutions and its Committee on Operating Rules for Information Exchange (CORE) bring the healthcare industry together to make sharing business information more automated, predictable and consistent. CAQH Explorations researches opportunities to reduce the burden of manual processes in healthcare administration.

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. We offer full-time remote work to all staff from any location and maintain a physical office (with many amenities) in downtown Washington, DC.

CAQH is an equal opportunity employer. It is our policy to recruit, hire, train, and promote individuals, as well as administer any and all personnel actions, without regard to race, color, religion, sex, national origin or ancestry, age, marital status, disability, protected veteran status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence, or any other characteristic protected by law. CAQH will not tolerate any unlawful discrimination and any such conduct is strictly prohibited.

Applicants have rights under the [Family Medical Leave Act \(FMLA\)](#), [Equal Employment Opportunity \(EEO\)](#), and the [Employee Polygraph Protection Act \(EPPA\)](#). If you are interested in applying for employment with CAQH and need an accommodation to apply for a posted position, contact CAQH Human Resources at 202-517-0436.