**CHIEF OPERATING OFFICER**

**Job Description**

**Definition**
Reporting directly to the Chief Executive Officer (CEO), the Chief Operating Officer (COO) provides overall management and oversight of Member Services, Claims Management, Provider Network Management and the management of outsourced services. This position has overall responsibility for policy development, program planning, fiscal management, administration, and operation of assigned Plan functions, programs, and activities. The position assists the CEO in implementing the organization’s strategic goals by partnering and regularly interfacing with the Chief Medical Officer, Chief Financial Officer, Health Services, Quality Improvement, Government Relations and Information technology.

**Major Functions and Accountabilities**
Duties may include, but are not limited to, the following:

- Responsible for managing relationships with outsourced vendors to include claims, member services, IT and case management.
- Manage and oversee provider contracting and provider relations.
- Reviews plans and budgets of assigned departments monthly and as part of the annual planning and budgeting cycle; ensures items are reflective of prudent resource management, are within budget guidelines, and are according to current state and federal laws and regulations.
- Initiate, implement, and review activities to advance quality, improve member, provider and employee satisfaction, reduce expenses and increase staff productivity.
- Facilitate data-driven decision making across the organization that leads to meaningful actions.
- Implement new initiatives and resolve problems that cross multiple departments by forming ad-hoc workgroups and assessing intangible variables, automated processes, manual workflows, and impact to providers and members.
- Collaborate with internal and external customers and stakeholders to resolve issues and enhance relationships. Ensures the organization and its mission, programs, products, and services are consistently presented in a strong, positive image to relevant stakeholders.

**Experience and Training**
Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying:

- Bachelor’s degree (REQUIRED) from a regionally accredited college or university in an appropriate discipline.
- A Master’s degree (PREFERRED) in business, healthcare or public administration.
- 10+ years of senior-level experience in the healthcare field.
• Demonstrated knowledge and experience in healthcare operations and managed care is required. Experience in one or more of the following areas is critical:

- Medi-Cal/Medicaid claims processing.
- Directing and leading multiple departments either in a complex provider-setting (such as a hospital or medical group) or health plan.
- Oversight of out-sourced operations and demonstrated success in serving as liaison between company and vendor.
- Information systems and information technology; highly desirable: experience selecting and implementing new technologies such as medical management, claims processing, electronic medical record, etc.
- Physician/Provider contracting and relations.
- Developing and implementing formal programs to enhance the patient/member experience, physician/provider satisfaction, and employee satisfaction.

**Licenses and Certificates**
All licenses and certificates must be maintained as a condition of employment.
• Possession of, or ability to obtain, a valid appropriate California driver’s license.
• Maintain a satisfactory driving record.

**Special Requirements**
Essential duties require the following physical skills, abilities, and work environment:

*Physical Skills:* Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit, stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

*Work Environment:* Ability to work in a typical office setting.