



CHIEF OPERATING OFFICER

Position Status: Exempt
Reports To: Chief Executive Officer
Effective Date: 02/09/01
Revised Date: 08/26/21
Job Level: M4

POSITION SUMMARY

Under general policy determination, this position:

1. Provides executive management and leadership of the Alliance Operations Division, which includes the Claims, Member Services, Operational Excellence/Project Management Office, Provider Services, and Regional Operations Departments
2. Provides executive leadership related to new business plans, policies, programs and projects to ensure high quality results
3. Participates in strategic planning and goal setting for the Alliance
4. Organizes and integrates Alliance operations
5. Communicates Alliance operational performance and capabilities to customers, regulators, staff and the governing board
6. Performs other duties as assigned

RESPONSIBILITIES

1. Provides executive management and leadership of the Alliance Operations Division, which includes the Claims, Member Services, Operational Excellence/Project Management Office, Provider Services, and Regional Operations Departments, with duties including but not limited to:
 - Directing and controlling activities of a broad functional division through Department Directors
 - Making decisions on operational matters and ensuring effective achievement of objectives
 - Responsible for overseeing employee performance appraisal, hiring, salary administration, training and development, performance management, and discipline
 - Ensuring Department Directors set goals, objectives and standards and monitor and evaluate department performance
 - Reviewing and assessing overall division function, including the core work, goals and structure of each department, and overseeing directors' development and implementation of short- and long-term planning to achieve strategic objectives and completion of annual department strategic planning related activities
 - Approving subordinate budget recommendations and working with executive administration to create the annual budget
 - Maintaining current knowledge of relevant Federal and State laws, policies and directives, and organizational policies and procedures
 - Monitoring legislative and legal changes related to Alliance functions and ensuring appropriate communication of same
2. Provides executive leadership related to new business plans, policies, programs and projects to ensure high quality results, with duties including but not limited to:
 - Developing, recommending, and implementing plans, policies, programs and projects
 - Ensuring development of clear scope and work plans for new efforts

- Ensuring the establishment of clear and measurable objectives for plans, policies, programs and projects
 - Approving budgeting and allocation of resources
 - Ensuring method, technique, and evaluation of projects and programs are appropriately developed and implemented
 - Organizing operational approach to the work, including feasibility, implementation and evaluation of plans, policies, programs and projects
3. Participates in strategic planning and goal setting for the Alliance, with duties including but not limited to:
- Participating in the general administration of the Alliance as a member of the executive management team by providing input into the problem-solving and decision-making process
 - Anticipating and forecasting industry trends affecting the Alliance
 - Recommending strategic goals and objectives to the Chief Executive Officer
 - Establishing and communicating strategies and objectives
 - Ensuring that decisions and actions align with Alliance strategic priorities
 - Connecting others to priorities and strategy by ensuring effective and timely communication
 - Developing, monitoring and maintaining analytic reports and performance metrics related to strategic goals and projects
4. Organizes and integrates Alliance operations, with duties including but not limited to:
- Organizing and optimizing departmental and interdepartmental operations related to current and new business operations
 - Overseeing the design and implementation of standard and ad-hoc reports to measure performance and analyze business issues
 - Identifying opportunities to enhance operations between departments and organizing cross-departmental solutions to business challenges
 - Modeling and promoting effective interdepartmental communication
 - Setting proactive goals and developing opportunities to improve effectiveness of operations, to benefit customer service, administrative quality and operational efficiency
 - Ensuring continuous administrative quality improvement across the organization
5. Communicates Alliance operational performance and capabilities to customers, regulators, staff and the governing board, with duties including but not limited to:
- Developing and presenting reports as required
 - Attending internal and external meetings related to Alliance business operations, making presentations, and conducting training
 - Responding to requests for information from regulatory agencies and participating in regulatory audits
6. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Public Health, Health Administration or a related field and a minimum of 12 years of management experience within a health care organization, including a minimum of five years of experience leading one of the operational areas overseen by the

Chief Operating Officer and a minimum of five years of experience in a Medi-Cal environment (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the complex practices, issues and theoretical principles related to one or more of the following areas: claims, member services, operational excellence/project management, provider services and/or regional operations
- Thorough knowledge of public policy and regulatory issues in health care
- Thorough knowledge of and proficiency in applying effective leadership and people management skills, including leading team building, facilitating efficient and effective meetings, problem solving, conflict resolution and negotiating with and influencing others
- Thorough knowledge of the California Medi-Cal and entitlement programs and related regulations
- Thorough knowledge of health care fiscal principles and operations
- Thorough knowledge of the principles and practices of organizational management
- Thorough knowledge of the principles and practices of program development and project management
- Thorough knowledge of the principles and practices of supervision and training
- Thorough knowledge of the principles and practices of customer service
- Thorough knowledge of and proficiency in promoting and applying change management principles
- Working knowledge of State and Federal legislative processes
- Working knowledge of healthcare information systems
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook and PowerPoint
- Some knowledge of managed care provider payment methods and contracting
- Some knowledge of Utilization Management and Quality Assurance systems and procedures
- Ability to oversee and develop, plan, organize, implement and direct programs and activities that are complex in nature and regional in scope
- Ability to oversee and measure the performance of a broad range of functional areas, including claims, member services, operational excellence/project management, provider services, and regional operations
- Ability to review and assess overall division function, including the core work, goals and structure of each department, and oversee the directors' development and implementation of short- and long-term planning to achieve strategic objectives and completion of annual department strategic planning related activities
- Ability to identify new programs, processes and systems to improve productivity and results
- Ability to direct, manage, supervise, mentor, train, and evaluate the work of staff, and assist department directors in doing so
- Ability to promote an atmosphere of teamwork and cooperation, convey the mission and values of the organization, and motivate staff to achieve goals and objectives

- Ability to provide leadership, facilitate meetings, and partner with and guide leaders and staff in the resolution of issues that are complex and may have considerable operational impact
- Ability to demonstrate strong analytical skills, accurately collect, manage and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify and resolve problems in a timely manner
- Ability to manage multiple projects simultaneously, organize and assign work, hold staff accountable, and achieve goals and timelines
- Ability to demonstrate a collaborative leadership style, build rapport, and effectively develop and manage internal and external business relationships
- Ability to foster effective working relationships, influence others, negotiate and persuade others, and build consensus with individuals at all levels in the organization
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to oversee, review and approve subordinate budget recommendations and participate in the development of the annual budget
- Ability to prepare narrative and statistical written reports, oral reports, correspondence and other program documents and maintain organized and accurate records

DESIRABLE QUALIFICATIONS

- Master's degree in Business, Public Health, Health Administration or a related field

WORK ENVIRONMENT

- Ability to sit in front of, and operate, a video display terminal for extended periods of time
- Ability to stand, reach overhead, lift, carry or move objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.