



OPERATIONAL REPORTING MANAGER

Position Status: Exempt
Reports To: Operations Management Director
Effective Date: 01/04/24
Revised Date:
Job Level: M2

POSITION SUMMARY

Under administrative direction, this position:

1. Manages and leads the development of operational dashboards, data marts, reports, and metrics in support of the Operations Division
2. Manages and leads the execution of data analysis and trending in support of the Operations Division
3. Manages and leads the Operational Reporting Unit, acts as a subject matter expert, and provides guidance on operational reporting functions and departmental operations
4. Manages, supervises, mentors and trains assigned staff
5. Performs other duties as assigned

RESPONSIBILITIES

1. Manages and leads the development of operational dashboards, data marts, reports, and metrics, in support of the Operations Division, with duties including but not limited to:
 - Overseeing the collection, validation, and integration of data from various sources within the Operations Division to support operational reporting
 - Ensuring the accuracy, completeness, and reliability of data used for operational reporting
 - Establishing and maintaining quality control processes to validate the accuracy and reliability of operational reports
 - Collaborating with all Operations departments to understand reporting needs and requirements
 - Ensuring consistency in operational reporting and data analysis methodology, templates, and development of comprehensive dashboards
 - Overseeing the design, development, and maintenance of operational reports that provide relevant insights into the performance of health plan operations in collaboration with Data Analytics Services, including creation of ad hoc reports and queries to support performance improvement and decision making
 - Ensuring that operational reports adhere to regulatory and compliance standards
 - Staying abreast of changes in healthcare regulations and modifying reports accordingly to maintain compliance
 - Managing the development, monitoring, and maintenance of Operations metrics in collaboration with the Operational Excellence Department
 - Leading staff training related to effective interpretation and use of operational reports
2. Manages and leads the execution of data analysis and trending in support of the Operations Division, with duties including but not limited to:

- Leading stakeholder review of data trends and variances to identify areas for improvement or optimization
 - Collaborating with Data Analytics Services to provide requirements for data mart, dashboards and canned reports to support healthcare operations
 - Collaborate with the Information Technology Services Division to integrate reporting systems and optimize data flow and interoperability to enhance reporting capabilities
 - Identifying opportunities for process improvement in data collection, reporting methodologies, and overall efficiency
 - Conducting complex research and analysis to support overall decision-making for managed health plan operations
3. Manages and leads the Operational Reporting Unit, acts as a subject matter expert, and provides guidance on operational reporting functions and departmental operations, with duties including but not limited to:
- Drafting, recommending, and implementing administrative policies and procedures related to Operations Management Department operations
 - Conducting complex research and analysis related to operational reporting strategies
 - Providing updates to Alliance leadership, making presentations, and developing related materials
 - Preparing narrative and statistical reports and making presentations
 - Staying informed of current best practices and new developments in the field and ensuring staff does the same
 - Attending and participating in internal and external meetings related to Operations Management Department activities
 - Monitoring the unit budget and project budgets and assisting the Operations Management Director with budget development, purchasing, and invoice approvals
 - Developing and evaluating RFPs, participating in vendor selection and contract development, and monitoring and evaluating the work of selected vendors
 - Developing, implementing, and ensuring compliance with department policies and procedures
 - Overseeing the preparation and maintenance of records and reports and related documents
 - Providing support to the Operations Management Director and acting for the Director in the Director's absence
4. Manages, supervises, mentors, and trains assigned staff, with duties including but not limited to:
- Managing and supervising staff, setting goals and objectives, delegating and assigning work
 - Providing mentoring, coaching, and development and growth opportunities to staff
 - Interviewing and participating in the selection of staff in conjunction with the Operations Management Director
 - Collaborating with the Operations Management Director in developing staff training plans, career pathways and routine individual staff performance reviews
 - Evaluating employee performance, providing feedback to staff, and coaching and counseling or disciplining staff when performance issues arise
 - Overseeing or conducting staff training, including the development and maintenance of training materials, in conjunction with the Training and Development team
 - Identifying training gaps and opportunities for improved performance
 - Overseeing staff in multiple office locations and/or telecommute settings

5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Management Information Systems, Health Administration, Public Administration, Business, or a related field and a minimum of six years of experience in managed care, health services, or government assistance programs, which included a minimum of three years of supervisory or management level experience related to healthcare operational reporting functions and management of staff responsible for data analysis (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 health care industry and managed care concepts
- Thorough knowledge of the methods and techniques of using database programs for analytical reporting purposes
- Thorough knowledge of research, analysis, and reporting methods
- 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 Window based PC systems and Microsoft Word, Outlook, PowerPoint, and Excel, and Adobe Acrobat
- Thorough knowledge of SQL and other query language
- Working knowledge of managed care research, outcomes reporting and analytics, and program outcomes evaluation
- Working knowledge of the principles and practices of project management
- Ability to train, mentor, supervise, and evaluate the work of staff, promote an atmosphere of teamwork and cooperation, and motivate staff to achieve goals and objectives
- Ability to organize and prioritize the work of others, delegate effectively, and follow up on work assignments
- Ability to oversee the development, management and implementation of projects, programs, systems, reports, and processes
- Ability to create and maintain documentation, prepare narrative and statistical reports, and summarize complex issues in a clear and concise manner
- Ability to identify and define issues, conduct research, gather, analyze, interpret, and synthesize a wide range of complex information and data, evaluate options, recommend or implement appropriate action, and mitigate risk
- Ability to develop work plans and workflows and organize and prioritize team activities
- Ability to interpret and apply complex principles, policies, terms, and procedures
- Ability to identify and resolve problems in a timely manner
- Ability to act as a technical resource and interpret, apply, and explain complex principles, policies, procedures, guidelines, reporting requirements, and legislative and regulatory directives related to area of responsibility Ability to independently document, summarize and resolve complex issues and projects
- Ability to present strategic information, data and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to effectively, clearly, and independently document, summarize and resolve complex issues

- Ability to foster effective and collaborative working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to demonstrate a collaborative management style, build rapport, and effectively manage internal and external business relationships
- Ability to provide leadership, facilitate meetings, and present information, data, and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to develop training materials, in conjunction with Training and Development staff, and conduct trainings Ability to develop, draft and implement policies and procedures and other program documents
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to provide input regarding budget development and perform budget monitoring
- Ability to adapt to or initiate change

DESIRABLE QUALIFICATIONS

- Master's degree in Management Information Systems, Health Administration, Public Administration, Business, or a related field
- Working knowledge of the Medi-Cal and Medicare programs

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- 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.