



OPERATIONS REPORTING ANALYST II

Position Status: Exempt
Reports To: Operations Reporting Manager
Effective Date:
Revised Date: 03/14/24
Job Level: P2

POSITION SUMMARY

Under limited supervision, this position:

1. Leads the design, development, and management of dashboards, metrics, reports, and analyses related to less complex operational reporting to help drive key business decisions and supports more complex work
2. Designs and develops ad hoc reports and maintains reports required to run the day-to-day operations of the Operations Division
3. Supports data analyses to identify trends, gaps, and opportunities in support of business operations
4. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Operations Reporting Analyst II is the working level classification in the series and is distinguished from the next higher, advanced working level Operations Reporting Analyst III by the latter's responsibility for leading more complex dashboard, data mart and report design and development and performance of ad hoc data analysis requiring multiple data sources and/or across multiple data topics.

RESPONSIBILITIES

1. Leads the design, development, and management of dashboards, metrics, reports, and analyses related to less complex operational reporting to help drive key business decisions and supports more complex work, with duties including but not limited to:
 - Developing summary and detailed dashboards and reports which present data findings in a professional, concise, and readable format appropriate for content and audience
 - Designing user-friendly dashboards and reports and creating documentation that effectively communicates the key metrics and insights to stakeholders
 - Providing training and on-going support to end-users related to the use of dashboards and interpretation of the data
 - Developing dashboard and canned report requirements which accurately represent business needs
 - Acting as a point of contact for Data Analytics Services regarding Operations Division reporting needs
 - Collaborating with Data Analytics Services to deliver Operations data mart, dashboards, and canned reports, including source data verification and performing data quality review
 - Serving as data steward of operational data in support of the Alliance's Data Governance process and representing the Operations Division in the Data Stewards Workgroup

- Facilitating and participating in meetings and participating in projects related to operational reporting activities
2. Designs and develops ad hoc reports required to run the day-to-day operations of the Operations Division, with duties including but not limited to:
 - Collaborating with stakeholders within the Operations Division to understand their ad hoc reporting needs and requirements in order to assist with their decision-making processes
 - Designing and developing ad hoc reports, including appropriate formats and layouts, based on the requirements gathered from stakeholders
 - Creating ad hoc reports in support of audits and other regulatory deliverables
 - Collecting necessary data from different sources to produce ad hoc reports, which may involve querying databases, accessing internal systems, or integrating with external data sources
 - Conducting thorough testing of ad hoc reports to ensure accuracy and reliability
 3. Supports data analyses to identify trends, gaps, and opportunities in support of business operations, with duties including but not limited to:
 - Analyzing small data sets to identify trends, patterns, and insights for defined problems to generate actionable insights
 - Identifying gaps in processes or performance by comparing actual performance against potential or desired outcomes
 - Leveraging data to identify potential opportunities for business and process improvement, such as network adequacy, member education, grievance trends, and data quality audits
 - Preparing executive summaries based on the results of the data analyses for leadership and other stakeholders, including the implications and any actionable recommendations
 4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Management Information Systems (MIS), Business, Public Administration, Healthcare, or a related field and a minimum of three years of experience in healthcare operations which included a minimum of one year of experience performing data analysis and/or operational reporting (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 and proficiency with Windows-based PC systems and Microsoft Word, Outlook, Excel, and PowerPoint
- Working knowledge of the health care industry, the Medi-Cal and/or Medicare programs, and managed care concepts
- Working knowledge of the methods and techniques of research, data analysis, and reporting
- Working knowledge of SQL and other data querying methodology
- Working knowledge of information technology systems, databases, and reporting tools
- Some knowledge of health plan and delivery system operation, including terminology and standard healthcare metrics, such as PMPM, per 1000 members
- Some knowledge of performance-based measurement, outcomes, and metrics

- Ability to identify issues, conduct research, analyze and interpret data, reach logical and sound conclusions, and make recommendations for action
- Ability to translate a reporting need into detailed report requirements to inform data mining and report writing processes
- Ability to understand, interpret, and apply complex legislative and regulatory directives, policies, procedures, standards, and guidelines
- Ability to create datasets and build reports from datasets
- Ability to review data to ensure data integrity and quality and to identify data anomalies
- Ability to ensure accuracy, validation, and standardization of reports
- Ability to interpret reporting requirements and ensure accuracy of data reported
- Ability to manage multiple assignments simultaneously, create work plans, organize work, identify and involve relevant stakeholders, and achieve goals and timelines
- Ability to exercise tact and diplomacy and demonstrate strong customer service skills
- Ability to exercise sound judgment, discretion, and problem-solving skills
- Ability to independently manage assigned workload, make decisions related to area of functional responsibility, and recognize issues requiring escalation
- Ability to prepare oral reports and make effective presentations
- Ability to prepare a variety of documents, reports, policies, procedures, and other program documents
- Ability to produce organized, accurate, and detail-oriented work in a fast-paced environment and under the pressure of deadlines
- Ability to coordinate and facilitate meetings
- Ability to foster effective working relationships and build consensus with individuals at all levels internal and external to the organization
- Ability to work independently with limited supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Working knowledge of Tableau or other reporting development software

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.