

Director of Operations

Professional Benefit Administrators leads with one guiding principle, provide exceptional benefit administration for self-funded health plans. Brokers who choose to partner with PBA will benefit from an ally who values cost containment, flexibility, responsiveness, member advocacy, transparency, and results. PBA collectively aligns through the organization's core values of:

- Work together and respect each other,
- Be dedicated to the customer,
- Be accountable and do what you say,
- Take initiative and be willing to learn and
- Generate positive energy.

The Director of Operations will be accountable for the Claims, Claims Acquisition, Enrollment, and Member Advocate teams working with PBA's leadership team to set the course for PBA's future. Must be an outgoing business leader who can observe, analyze, and continually improve the operation to ensure it runs as efficiently as possible for PBA's success. This role reports to the COO/Integrator. Please see below for a more in-depth overview of daily responsibilities and skills required for this position.

Responsible for:

- LMA (Lead, Manage and support a culture of Accountability) using the EOS model to continually develop future leaders.
- Developing, mentoring, and evaluating Operations staff including, but not limited to, annual reviews and Quarterly Conversations
- Oversight and accountability of the entire Operations team which includes:
 - Member Advocacy (Customer Service)
 - Claims Acquisition
 - Claims Prep
 - PPO Liaison
 - Provider Maintenance
 - Mail Room
 - Enrollment
 - Claims
 - Claims Processing
 - Training/Auditing
 - Excess stop loss claims
 - Plan Loading
 - Medical Management navigation between PBA and UR Vendors
- Vendor management/documentation
- Strategic Planning: Develop and implement operational strategies that support overall business objectives.

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- Process Improvement: Analyze and refine business processes, workflows, and policies to boost efficiency and performance.
- Financial Management: Manage operational budgets, control costs, and monitor financial performance metrics.
- Leadership & Supervision: Lead teams, set guidelines for staff, and foster cross-functional collaboration.
- Performance Monitoring: Track key performance indicators (KPIs), analyze data, and report on operational health to executives.
- Accountability: Holds departments accountable for goals, tracks metrics, ensures follow-through, and drives results.
- Resource Management: Oversee production, inventory, vendor relationships, and resource allocation.
- Reporting department activity to COO/Integrator on a weekly basis
- Applying observations and feedback to continually improve PBA's operation.
- Other duties as assigned.

Requirements for this position:

- 7+ years managing, coaching, and directing larger teams in a similar service based or claims operation.
- 5+ years managing Third Party Administration Claims processing.
- Ability to travel for quarterly meetings and/or client engagements when necessary
- Stoploss experience or knowledge a strong plus.
- Javelina claims system experience or knowledge a strong plus.
- Senior level organizational, analytical and accountability skills are necessary.
- Effective verbal and written communications
- Demonstrated ability to get results **through** team members and management.
- Adaptability to new concepts and systems
- Problem solver and critical thinker
- Open minded with a desire to learn, grow and receive feedback in a welcoming way.
- Must be able to represent PBA's Core Values and business procedures to vendors, brokers, and clients.

Benefits and Compensation

- PBA offers a wide range of benefits including medical, dental, vision, life insurance, AD&D, critical illness, accidental illness, FSA, disability and 401k.
- The range for this role is \$175,000-\$190,000 per year.

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Professional Benefit Administrators is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Professional Benefit Administrators affords equal employment opportunities to all employees and applicants and specifically prohibits any and all discrimination and harassment based on race, race-related traits, color, religion, national origin, ethnicity, ancestry, military status, sex, pregnancy, sexual orientation, gender identity, disability (mental or physical), age, marital status, citizenship status, unfavorable military discharge, genetic information, order of protection status, and any other protected status under federal, state, and local law. Professional Benefit Administrators conform to the spirit and letter of all applicable laws and regulations.