



AN EQUAL OPPORTUNITY EMPLOYER

## Job Description: Director of Operations

**TITLE:** Director of Operations, TSHBP

**FLSA:** Exempt

**REPORTS TO:** Vice President of Operations - Texas

**DATE:** January 23, 2024

**JOB SUMMARY:** The Director of Operations, will play a pivotal role in ensuring exceptional customer service experiences and efficient claims processing. They will lead a dedicated team, oversee customer interactions, manage claims processes, and implement strategies to enhance client satisfaction. The ideal candidate will have a strong background in customer service management and claims administration, demonstrating leadership skills and a commitment to delivering high-quality service.

### ESSENTIAL FUNCTIONS:

#### Customer Service Management:

- Provide strong leadership to the customer service team, fostering a positive and collaborative work environment.
- Act as the escalation point for complex customer issues, ensuring prompt resolution and maintaining positive client relationships.
- Implement quality assurance programs to assess customer interactions, providing feedback and coaching to team members to enhance service quality.
- Develop and deliver training programs to enhance the skills and knowledge of customer service representatives.

#### Claims Processing:

- Oversee claims processing operations to ensure accuracy, timeliness, and efficiency in claims adjudication.
- Ensure compliance with industry regulations, client agreements, and internal policies in claims processing.
- Analyze claims data to identify trends, errors, and areas for improvement, implementing corrective actions and process enhancements.
- Manages a team of highly skilled cross trained Plan Service Representatives
- Manages the Provider Maintenance Department
- Oversees the mail room service department to ensure all inbound and outbound mail is accounted for and in compliance with our internal process controls for example (Plan and SOC requirements)



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### Operational Leadership

- Develop and implement operational strategies to optimize customer service and claims processing for large group clients.
- Monitor key performance indicators (KPIs) related to customer service and claims processing, driving continuous improvement efforts based on data-driven insights.
- Identify inefficiencies and bottlenecks in customer service and claims

### Client Collaboration:

- Collaborate closely with clients to understand their unique needs and expectations regarding customer service and claims processing.
- Solicit client feedback and conduct regular satisfaction surveys (if needed) to gauge the level of client satisfaction, using the feedback to drive service improvements.

### Team Management:

- Foster a culture of continuous learning and development within the teams.
- Adhere to performance management processes, including regular evaluations and goal setting, to ensure team members are meeting performance standards.

### Qualifications:

- Bachelor's degree in a related field, or the equivalent combination of related education and supervisory experience.
- Demonstrated knowledge of claims adjudication systems and processes.
- Experience in developing and implementing corporate policies and procedures.
- Knowledge of Microsoft Office Applications (Word/ Excel/ Outlook) is required.
- Ability to focus and execute collaboratively across all layers of the organization.
- 5 plus years of previous supervisory experience in the healthcare industry, preferably in a third party administrator, managing health claims and / or customer service.
- Must be organized and detail oriented.
- Strong leadership and interpersonal skills with the ability to inspire and motivate teams.
- Excellent written and oral communication skills required.
- Able to multitask effectively to meet goals, while being flexible to adjust to changes in priorities.
- Must be team –oriented with a positive attitude.



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### Physical Requirements:

While performing this job, the employee is frequently required to sit, talk, and hear. The employee may occasionally lift and/ or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work is primarily in an office setting. The noise level in the work environment is moderate. The duties listed above are intended only as an illustration of duties, and not an all-inclusive list. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical to the position.

### Disclaimer

*The above statements are intended to describe the general nature and level of the work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified. All personnel maybe required to perform duties outside their normal scope of responsibilities from time to time, as needed. The existence of this job description, or any other job description, does not in any way negate "at will "employment status.*

**I understand the responsibilities associated with this job and I agree to fulfill them to the best of my ability.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Once signed, please send original to HR Department to be added to the employee's personnel File.

### Director of Operations:

In office position in our San Antonio area

Cover letter and resume can be submitted to

[Beth.Booe@90degreebenefits.com](mailto:Beth.Booe@90degreebenefits.com)