Position Description

Position	Managing Director, Solutions	**Department**	Solutions
Reports To	CAQH Executive Director	**Revised Date**	2015
Status	Full time, Exempt		

Reporting to the Executive Director, the Managing Director, Solutions is a new senior level position and will be responsible for combining strategic leadership and tactical execution on the design and implementation of a comprehensive and evolving suite of solutions and services. This position will oversee product strategy, technology direction and business operations for the CAQH platform. The position will partner with lead senior staff in business development, financial planning and alignment across other initiative lines.

RESPONSIBILITIES

The Managing Director, Solutions will develop and implement plans specifying goals, strategy, implementation details, risk management approach and other aspects of the end-to-end initiative lifecycle. Other associated duties connected to the aforementioned include:

CAQH Solutions Strategy

- Perform market research to identify and understand administrative and technology industry trends related to the CAQH portfolio.
- Promote leading healthcare industry and organizational thinking, cultivate new ideas, and foster innovation.
- Oversee product development efforts to ensure that they are aligned with the overall organizational strategy and objectives.
- Provide new product evaluation expertise and subject matter expertise.
- Develop and manage detailed financial plans, including product investments, benefits realization and pricing strategy.
- Manage the overall IT mission, including creation of the enterprise architectural direction, definition of technical standards, cultivation of IT innovations, and management toward the future architecture.

Execution and Delivery

- Oversee a program management office to ensure that programs are managed efficiently and effectively by thoughtfully considering the factors of approach/integration, scope, time, cost, quality, people, communications, risks, and procurement. Coordinate recruitment and staffing assignments including assignment of duties, responsibilities and scope of authority
- Maintain uniform IT practices and advise on IT concepts as needed.
- Partner with internal leaders to proactively anticipate, prioritize, and integrate new product enhancement requests.
- Prepare project status reports and inform management, stakeholders and others of program status and related issues.
- Lead the design and development of rich user interface models, applications, and tools.
- Implement, and ensure adherence to, testing standards; develop and execute software functionality test plans within a controlled test environment.
- Manage change control.
- Identify and manage program-related risks.
- Lead post-execution evaluations of projects and assessments of results.
- Refine and enhance CAQH program delivery and governance approach.

Operations

- Design, implement and oversee business and IT operations support strategies, policies and procedures, resource models and other operational readiness activities.
- Oversee service providers and manage service/performance levels, costs and other operational metrics.
- Implement issue management and defect management procedures.
- Lead the conduct of root cause analyses and provide senior level oversight to issue resolution.

Other

- Participate in organization-wide leadership activities, including strategic planning and organizational development.
- Represent CAQH in high-profile external venues, including industry meetings, client interactions and speaking opportunities.
- Hire, manage and mentor/coach multiple staff members and contractors spanning product development, project management, development oversight and operations disciplines.
- At the enterprise level, provide assistance in the development of sales materials, sales training, new market identification, short and long-term sales strategies, and assist with compelling campaigns for existing/new products.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrate deep knowledge of current healthcare technology products and competitors.
- Display expertise on the types and uses of healthcare technologies to enable programs such as healthcare exchanges and multi-stakeholder utility services.
- Demonstrate knowledge of pricing strategies.
- Manage IT product life cycles to meet ROI and profitability expectations.
- Communicate effectively with business and technical teams.
- Deliver effective executive presentations in written and verbal formats.
- Demonstrate great attention to detail while still articulating the 'big picture.'
- Think creatively when leading complex technical projects.
- Maintain a strong executive presence while effectively handling competing priorities.
- Work collaboratively and effectively with diverse, multi-stakeholder groups.
- Strong understanding of program management processes, SDLC processes, software development methodologies (including incremental/iterative), SLAs.
- Possess good planning and time management skills. Highly organized and efficient with excellent follow up skills.
- Excellent interpersonal skills with strong oral and written capabilities.
- Ability to translate operational goals into day-to-day activities and behaviors.
- Strong ability to direct and manage ongoing business processes while continuously looking for process improvement opportunities.
- Ability to synthesize complex and diverse information. Ability to transform details and facts into recommendations and action plans.
- Ability to produce clear and informative policy and process documentation.
- Demonstrate analytic mindset with ability to creatively solve problems.
- Excel at operating in a fast-paced and changing environment, remaining focused on results and goals.
- Ability to develop effective work teams, and direct and motivate staff to successful outcomes.
- Display consistent professionalism and good judgment during conflict, and resolve differences constructively.
- The successful candidate will be a passionate and visionary individual who finds joy working within business teams. S/he has an executive presence and a history of performing and communicating at the executive level, and is also able to see trends in the market, anticipate stakeholder needs, and have a history of developing innovative solutions to meet those needs.

EXPERIENCE

- The Managing Director, Solutions should possess 10+ years of experience, preferably within a healthcare senior setting where they have provided thought leadership, strategic advisory services and large project management.
- The leadership role includes departmental or business unit management experience, including managing staff, budget, schedule and performance required.

EDUCATION

- A bachelor's degree is required. A master's degree in a related field such as healthcare administration, business administration, public health or finance is strongly preferred.

CERTIFICATION REQUIREMENTS

- None

PHYSICAL WORK ACTIVITIES & CONDITIONS

- Continuous sitting for prolonged periods more than two consecutive hours in an 8 hour day interspersed with mobility.
- Keyboard use of greater or equal to 40% of the workday.

PERCENT OF TRAVEL

- 10% - 15% percent travel may be required.

The purpose of a job description is to describe the overall function and general responsibilities of a job. Job descriptions are used in hiring and training and to provide employees with a better understanding of employer expectations. Actual job functions and duties will vary as job responsibilities and business needs require.