

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Benefits Administration Program Director 2
Analytics and Vendor Accountability Director
Salary: \$6,087 - \$10,957

Please send resume to Christa.Martin@tn.gov by September 28th.

The Division of Benefits Administration (BA) within the Department of Finance and Administration is responsible for the day-to-day management of the \$1.5B self-funded State Group Insurance Program. BA staff administers more than 25 different contracts of health, dental, vision, life insurance, long-term care and other insurance plans, as well as a customer service center, for employees, retirees and dependents of 566 agencies in three separate groups -- state agencies and higher education institutions, local education agencies and local governments -- that cover nearly 300,000 individuals.

The Analytics and Vendor Accountability Director is responsible for the planning, development and implementation of data analytics and vendor accountability. These functions promote compliance, transparency, and accountability throughout the Division. The Director leads a team of subject matter experts in the areas of accounting, auditing, epidemiology, and compliance. Additionally, the Director works with internal and external parties such as vendor services, communications, operations, Office of Business and Finance, Division of Accounts, Division of Budget, Department of Treasury, the Comptroller's Office, and customer agencies.

At the direction of the Assistant Commissioner and the Financial Management and Program Integrity Director, the Analytics and Vendor Accountability Director

- Develops strategic initiatives based on innovation and industry best practice
- Identifies and prioritizes customer, employee, and organizational needs
- Communicates the organization's mission, vision, values
- Researches and recommends policies to improve plan performance, customer service, and organizational efficiency
- Collaborates with senior executives in internal and external stakeholder organizations
- Creates the greatest value for our division's stakeholders given existing resources
- Develops and drives key performance measures and metrics for the organization
- Ensures compliance with all state and federal laws governing the administration of employment insurance benefits verifying a solid understanding of core business practices

Primary Responsibilities

Data Analytics

- Directs the development and execution of analytical and/or research activities to provide senior leadership with information and tools for strategic decision making and planning, including health care utilization and costs, population health and clinical outcomes, carrier patterns, and trends and forecasting
- Ensures staff collaboration with management and the decision support vendor to advance the division's reporting capabilities and improve accuracy of data
- Oversees analytical team in the extraction, aggregation and quality assurance of data in support of reporting and quantitative analyses of utilization and health costs

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Benefits Administration Program Director 2
Analytics and Vendor Accountability Director
Salary: \$6,087 - \$10,957

Please send resume to Christa.Martin@tn.gov by September 28th.

Vendor Accountability

- Oversees the development and performance of vendor accountability activities, including reconciliations and claims reviews

Human Capital Management

- Recruits, develops, coaches, encourages, and motivates people. Willing to be 'hands-on' where and when appropriate.
- Ensures that analytics and vendor accountability staff understand the overall division goals and objectives in order to relate how their individual position corresponds and relates to the overall success of the division.
- Promotes a culture of accountability and compassion

Customers

- Maintains relationships with internal and external customers by providing customer service, resolving issues, and following up on requests
- Represents Benefits Administration in a positive manner by maintaining a professional business appearance and conducting business with a service oriented attitude

Formal Education & Experience

Education: An undergraduate degree in Accounting or Information Systems is required. A Master's degree is preferred. Preference will be given to those with certifications in accounting, auditing, or information systems.

Experience: Three to five plus years of systems auditing or quality assurance, including planning and executing initiatives for improving analysis, and mitigating systems risk. Preferred experience includes working with relational databases, ACCESS, SAS, ACL, or other analytical software programs.

- Demonstrated skills in problem solving and self-motivation
- Demonstrated ability to obtain results and multitask in a fast-moving environment with different functional areas
- Exceptional interpersonal and communications skills, with the ability to establish rapport and develop effective relationships across functions and all levels of management, manage challenges and build consensus
- Demonstrated skills in coaching and leveraging work through others

Knowledge, Skills, Abilities, Competencies

Must show strong, proven, independent capabilities and the ability to coach and lead other in the following competencies:

- Integrity and Trust
- Problem solving and decision making using analytical and technical skills

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Benefits Administration Program Director 2
Analytics and Vendor Accountability Director
Salary: \$6,087 - \$10,957

Please send resume to Christa.Martin@tn.gov by September 28th.

- Customer Relationships (Focus)
- Action Oriented
- Self Development
- Time Management
- Functional/Technical Skills
- Process improvement
- Decision Quality
- Learning on the Fly
- Comfort Around Higher Management
- Presentation Skills
- Directing Others

Additional Knowledge, Skills, Abilities

- Administration and Management
- Customer and Personal Service
- Law and Government
- Critical Thinking
- Speaking
- Writing
- Complex Problem Solving
- Inductive Reasoning
- Judgment and Decision Making
- Management of financial resources
- Management of personnel resources