

POSITION DESCRIPTION

Position Summary

POSITION TITLE:	<u>Operations Manager</u>	APPROVALS:
SUPERVISOR'S TITLE:	<u>Executive Director</u>	<u>Immediate Supervisor</u>
BUSINESS UNIT:	<u>Financial Operations/ Officer</u>	
DATE:	<u>March 2011</u>	<u>Next Level Management</u>

I POSITION PURPOSE (*State the main reason(s) for the existence of the job in one to three sentences.*)

Provides leadership for financial operations of the New Mexico Health Insurance Alliance (NMHIA) and the development and coordination of financial management systems necessary to achieve the NMHIA's financial goals and provide financial operational services. Assists the Executive Director in planning development and budgetary analysis and reporting for the NMHIA Board to meet annual goal to reduce administrative intervention and expenses.

II FUNCTIONS OF POSITION (*List the functions of the position in order of importance and provide the per cent of time dedicated to each function.*)

A. Essential Functions (Include only those functions which are necessary to carrying out the purpose of the position.)

1. Finance and Operations

Manages the financial operations function through development and administration of operations budget and through continual monitoring and encouragement of financial operations staff to improve quality outcomes. Recognize opportunities, recommend changes, and implement changes to administrative and automated processing systems in areas of responsibility. Direct the development and organization of the Administrative system to ensure efficient, quality service and consistency with financial systems and controls. Assist in the development of automated reporting tools; and assure that personnel are adequately trained and have necessary tools.



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2. Supervisor

Accountable for planning, coordinating and overseeing the Membership/Account Receivables operations area. Ensure accurate and timely accounts receivable are established and maintained for enrollment records, daily deposits, monthly EFT's, billing, premium collection and carrier remittances, delinquent account payments, annual dependent student status verification, and reconciliation of questionable accounts. Ensure membership changes and associated adjustments are performed timely. Oversee analytical preparation of periodic reports to identify potential revenue fluctuations and reconciliation of questionable accounts. Develop and maintain effective working relationships with account decision-makers, brokers, and carrier representatives via telephone, correspondence, and personal visits

3. Human Resources

Responsible for transaction systems such as payroll and accounts payable. Maintain associated personnel and contract files. Ensure that applicable tax payments are made timely and accurately. Ensure regulatory compliance in the areas of responsibility

4. Audit

Work in coordination with external consulting accountant to assure that financial statements are prepared timely, accurately, and in accordance with applicable accounting principles. Develop financial reports and budgets in collaboration with Executive Director and external accounting and actuarial consultants. Report operational financial results through internal and external audit processes, including Insure New Mexico! Reporting, exception reporting, account reconciliation, and reporting to the NMHIA Board. Ensure maintenance of internal controls and compliance with state and federal requirements regarding controls, reporting, etc. Coordinate the audit process of the legal entities by external auditors and the Division of Insurance. Manage the initial and annual carrier assessments.

5. Board Liaison.

Work with the Executive Director in the development and evaluation of business strategy for NMHIA board review and approval. Work with the Executive Director and NMHIA Board to establish long and short-term financial operations goals and develop and implement plans to achieve them.

B. Other Functions (*Marginally important to the job. If delegated Elsewhere, it would not affect ability to carry out the position purpose.*)

1. Represents the organization to inside and outside constituents and customers through community service, formal presentations, and marketing efforts.
2. Manages the coordination of the Alliance grievance process
3. Perform other functions as required.