

**ARKANSAS HEALTH INSURANCE MARKETPLACE**  
**DIRECTOR OF OPERATIONS**  
**JOB DESCRIPTION**

The Arkansas Health Insurance Marketplace (AHIM) was established by Act 1500 of the Arkansas State Legislature, to manage and implement a state-based health insurance marketplace in Arkansas in accordance with state and federal law. Arkansas currently has a state partnership health insurance marketplace. The AHIM will be responsible for designing, implementing, and operating the state-based health insurance marketplace. Arkansas is the first state in the country with federal approval to serve its Medicaid expansion population through the marketplace via a premium assistance model.

**Position Title:** Director of Operations

**Reports To:** Executive Director

**Position Summary:**

The Director of Operations is responsible for managing all hands-on operational aspects of the Arkansas Health Insurance Marketplace (AHIM). The Director of Operations assists the Executive Director in the aggressive and successful growth of the AHIM. The Director of Operations provides the leadership, management and vision necessary to ensure that AHIM has the proper operational controls, administrative and reporting procedures, and person systems in the place to effectively grow the organization in order to ensure financial strength and operating efficiency.

**Duties:**

- Assists the Executive Director in setting strategic priorities for AHIM in consultation with the Board of Directors and staff, including refining the vision for the vision of the organization in light of national and state cost containment initiatives.
- Provides day-to-day leadership and management that mirrors the adopted mission and core values of AHIM.
- Drives AHIM to achieve and surpass enrollment and long term sustainability goals and objectives.
- Oversee allocation of staffing resources and responsibilities for agency priorities.
- Support and promote timely, desired outcomes for these priorities.
- Lead planning and implementation teams for critical, agency-wide projects as needed.
- Measure the effectiveness of all process internal and external; and provides timely, accurate and complete performance and statistical reports on the operating condition of the company.
- Establishes credibility throughout the organization and with the Board as an effective developer of solutions to businesses challenges.

- Collaborates with the management team to develop and implement plans for the operations infrastructure of systems processes and personnel designed to accommodate meeting the objectives of the organizations.
- Provides leadership and management to ensure that the mission and core values of the company are put into practice.
- Represent AHIM at forums and national meetings to educate stakeholders and the public about the organization and state and national health care reform.
- Performs other duties as necessary and assigned by the Executive Director.

**Qualifications and Educational Requirements:**

- Minimum 5 years of experience in a senior management role ideally with a recurring revenue model.
- Bachelor's Degree with substantial management experience. Master's degree preferred.
- Proven track record of success facilitating progressive organizational change and development within a growing organization.
- Superior management skills and a successful track record of success.
- Knowledge of health insurance and state healthcare law and health care delivery systems.
- Strong analytical, project management and problem solving skills.
- Experience in health care operations preferred in addition to policy analysis and development skills.
- Ability to work within a fast paced, quickly evolving organization and manage multiple complex priorities.
- Politically astute with exceptional interpersonal skills, including written and verbal communication.

Please send cover letter and resume in .pdf format to [Employment@ARMarketplace.com](mailto:Employment@ARMarketplace.com) by 5:00pm CST on September 2, 2016 with "Director of Operations" in the subject line.