

ARKANSAS HEALTH INSURANCE MARKETPLACE
BUSINESS MANAGER
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: Business Manager

Reports To: Executive Director

Position Summary:

Responsible for all overseeing the day-to-day operations of the AHIM office, including site management and serving as a direct liaison to building and corporate real-estate, security and internal business partners as well as external vendors and clients. The AHIM Business Manager represents the business unit and works to support efficient office operations by managing daily tasks, general upkeep and maintenance, planning and implementing projects and supply and equipment procurement. In addition, the Business Manager would have advanced knowledge of the mission of the AHIM in terms of the overall business unit and its functions, compliance and regulatory guidelines in order to assist in project management and coordination. Finally, the Business Manager is tasked with human resources and talent development, including developing policies and procedures for the AHIM office.

Responsibilities:

- Manage all facets of start-up office management and operations, support site with administrative duties and manage business office vendors and contracts.
- Serve as central point of facilitation for related work, projects and daily objectives; provide operational and project coordination for a wide array of areas (technology, contingency, market data, vendor management, facilities, etc.)
- Schedule and coordinate internal and external visitors, meetings, vendor demonstrations and/or associate training; assist in managing conference rooms, daily activities and meeting readiness.
- Work on behalf of executive team to liaison and act as a subject matter expert in terms of the overall functioning of the business unit, office operations and management teams; general problem solving and issue resolution.
- Maintains the work structure by updating job requirements and job descriptions for all positions.
- Prepares employees for assignments by establishing and conducting orientation and training programs.

- Maintains a pay plan by preparing pay budgets; monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions.
- Maintains employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; designing and conducting educational programs on benefit programs.

Qualifications and Educational Requirements:

- Bachelor's degree in Business Management or related field required; Master's Degree strongly preferred.
- 5+ years of experience business resource management
- Polished member of management with professional maturity
- Ability to maintain a high level of confidentiality
- Proficiency in Microsoft Office software (Word, Excel, PowerPoint, and Outlook)
- Good writing and grammatical skills
- Must be extremely detail-oriented and possess strong communication and organizational skills
- Strong ability to multi-task, react and think quickly
- Self-starter with strong sense of ownership and involvement is critical
- Must be flexible enough to work overtime if needed
- Ability to seek clarification or assistance when needed
- Desire to work as a true partner with executive team and anticipate needs
- Willingness to get involved with the work of the larger team
- Some travel may be required
- Previous experience with health insurance technology, particularly health insurance marketplace technology is strongly preferred
- Candidate must be team player with excellent interpersonal skills and the ability to work within a very fast-paced, newly created organization