

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION

**Benefits Administration Program Director 2
Financial and Member Accountability Director
Salary: \$6,087 - \$10,957**

Please send resumes to Christa.Martin@tn.gov

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 Director of Financial and Member Accountability is responsible for the planning, development and implementation of financial management and member 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, compliance, and benefits. 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 Financial and Member 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
- Implements appropriate staff development practices to ensure the division meets the department goals and standards
- Monitors and maintains staffing levels, Knowledge-Skills-Abilities (KSA), expectations and motivation to fulfill organizational requirements
- 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

Financial Accountability

- Develops reporting and performance measures that support Benefits Administration's strategic direction
- Monitors revenues, expenditures, plan balances, and solvency reserves
- May report financial results to Benefits Administration management
- Ensures appropriate financial coding is used for revenue and expenditures

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- Ensures appropriate approvals are acquired for expenditures
- Ensures compliance with all Affordable Care Act financial requirements
- Maintains relations with internal and external auditors and investigate their findings and recommendations
- Prepares budget documents in support of the state sponsored plans and monitors budget to actual expenditures
- Prepares documentation in support of the State's Comprehensive Annual Financial Report (CAFR)

Program Integrity

- Oversees the development and performance of member accountability activities, including ineligible dependent testing, re-couplement of funds, and the subrogation process
- Oversees the administrative appeals process to ensure fairness and consistency
- Oversees the Local Education Plan Equal or Superior evaluation process

Human Capital Management

- Recruits, develops, coaches, encourages, and motivates people. Willing to be 'hands-on' where and when appropriate.
- Ensures that financial management and member program integrity 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 is required. A Master's degree and/or Certified Public Account designation is highly desirable.

Experience: Three to five years of financial management experience including budgeting, planning and executing initiatives for improving financial reporting, analysis, and mitigating financial risk. Preference will be given to beginning experience in accounting or auditing, followed by experience gathering and evaluating financial information and making actionable recommendations to senior leadership.

- Demonstrated skills in problem solving and self-motivation
- Demonstrated ability to obtain results and multitask in a fast-moving environment with different functional areas

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- 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
- 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