



## **JOB POSTING**

**Title:** Director, Marketplace Strategies

**FLSA Classification:** Exempt

**Reports to:** CEO

**Department:** Marketplace Strategies

### **Director, Marketplace Strategies**

Access Health CT (AHCT) is moving from a website “build” environment to continuous update and improvement of the Marketplace/Exchange system, focusing on outstanding service to our consumers and stakeholders. Using a strategic and innovative approach to the continued operation of the Access Health CT system, the Director, Marketplace Strategies is responsible for the coordination, implementation, and support of initiatives that improve service to participants and active coordination with carriers to provide plans that are affordable and offer value to the consumer. The Director, Marketplace Strategies will oversee IT M&O and Plan Management focusing on the needs of AHCT consumers and improving the output to carriers. This can include improvement of the website shopping experience, providing timely and accurate information to carriers, decreasing enrollment issues arising from website glitches, and/or leading special projects that require cross-functional engagement with key staff, external stakeholders and more.

The Director, Marketplace Strategies will head the Marketplace Strategies department, supervise a Carrier Relations Manager, a Production/Release Manager, testing personnel and system security personnel, the plan management team, and a network administrator and technical support specialist. S/he will report to the CEO.

### **Roles and Responsibilities:**

- Ensures Marketplace/Exchange system operation serves the needs of CT consumers and the health insurance carriers participating on the Exchange.
- Maintain an active and positive business relationship with the carriers and Marketplace vendors by including them in planning, then keeping them informed about issues, changes and improvements to the system to make sure their interests are represented.

- Liaison/team member working with DSS on the Integrated Eligibility Management system.
- Manages Exchange system vendors and monitors contracts.
- Creates innovative approach to development alternatives to the legacy technology.
- Evolves the business of AHCT by creating a strategic approach to system viability and future system upgrades.
- Manages system production, release, testing, and security.
- Enhances carrier satisfaction with information inflow and outflow.
- Cost/benefit of system maintenance and operation.
- Ensure compliance with all CMS and IRS security regulations.
- Leads Open Enrollment coordination across AHCT and partners.
- Other duties as assigned by CEO.

### **Department Management**

- Maintain department budget
- Represent the Exchange at local, state and national health reform forums.
- Attend all required management/supervisory training
- Encourages employee growth and development
- Prepares annual performance reviews and budgets.
- Meets weekly with staff and bi-weekly 1:1s.
- Actively participate as a member of the Senior Leadership Team.

### **Qualifications**

- BA/BS degree in Marketing, Business, Information Systems or a related field
- At least 5 years of related management experience as a project lead.
- Exhibit thorough knowledge of AHCT IT and Operational processes and ensure compliance with all standard policies and procedures.
- Experience in a professional strategic planning and/or project management position.
- Considerable knowledge of health insurance related program development on a national and state level.
- Good judgment, discretion, tact.
- Ability to partner well with colleagues both in and outside of the organization.
- Previous supervisory experience.
- Excellent diplomacy skills and ability to converse easily with significant government or elected officials.
- Creativity in generating new ideas and strategies in support of department goals.
- Desire to work within a fast-paced environment.
- Ability to work in a team environment and be flexible in taking on various projects.

- Ability to perform independent data management and research analysis using advanced statistical programs programmatically

**Physical Demands:** the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

**Work Environment:** this is an in-office role in which the noise level in the work environment is usually low. Requires fast-paced deadlines and has a high stress at times. May require travel some travel.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

### **Equal Opportunity and Affirmative Action Employer**

Please send your resume with a cover letter to: [HRinbox.CTHIX@ct.gov](mailto:HRinbox.CTHIX@ct.gov)

**Please note Director, Marketplace Strategies in the subject line**