

## **Detailed Job Description**

**Job title:** Senior Program Administrator  
**Reporting to:** Program Director, Health Plan Initiatives  
**Department:** Health Plan Initiatives  
**Hours:** Full-time 40 hours per week  
**Performance Review period:** Annual  
**Revision Date:** 07-16-2015

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### **Purpose of the position**

This position is responsible for managing multiple projects and initiatives from both PPO and Managed Care plans, ensuring that all planning, data collection and reporting are completed timely and according to established goals of United Physicians and meet the requirements of the health plans. Responsible developing and managing health plan initiative project plans, processes, deliverables, timelines, and coordinate reports and results to both internal and external stakeholders.

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### **Responsibilities & Duties**

- Effectively manage daily operations of health plan initiatives. Create and implement protocols. Analyze project and initiative requirements to set milestones and targets that ensure timely and compliant completion of deliverables. Keep all projects and initiatives focused in terms of scope and deliverable management and project time lines.
  - Create and execute project plans designed to meet stated goals using departmentally established project management tools and principles. Conduct research of literature and industry as required. Create and maintain task lists, work plans and departmental documentation as required.
  - Manage the planning and implementation of each initiative project and refine over time as changes or enhancements are necessary.
  - Conduct data analysis of program information from health plans.
  - Collaborate closely with the analytics team to outline the analysis approach necessary to support each initiative.
  - Understand and communicate dependencies of activities and internal operations to facilitate and drive operational efficiencies.
  - Facilitate meetings and conference calls with interdisciplinary teams and external stakeholders supporting Health Plan Initiatives, acting in a collaborative and consultative capacity in order to ensure completion of required tasks and reports. Communicate clearly both orally and in writing to internal and external stakeholders on routine basis to ensure smooth implementation of projects and initiatives.
  - Report progress as necessary and appropriate to team leadership.
  - Other duties as assigned.
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## Qualifications

- Bachelor's Degree in Business, Health Care Administration or related field; Master's Degree preferred.
- Three years of project management experience - organizing, planning and executing projects from conception through implementation in a healthcare organization.
- Excellent communication skills; ability to explain complex concepts in a simple way to internal and external stakeholders both written and verbal.
- Excellent problem solving skills; ability to multi-task and solve complex problems.
- Ability to work independently, within a team environment and communicate effectively with employees and external stakeholders at all levels.
- Minimum of three years administrative experience.
- Minimum of three years management experience.
- Minimum of three years health care experience.

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## Performance Skills

- Proven experience with Microsoft: Excel, Access, Office, Project and PowerPoint

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## Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.