

**Classification: Supervisor I**

**Position Title: Strategic Innovation and Implementation Manager**

**Position Number: 801-220-4800-011**

**Division/Branch: Outreach & Sales**

**Location: Expo**

### Job Description Summary

Under general direction of the Covered California for Small Business (CCSB) Supervisor II, the Supervisor I, the Strategic Innovation and Implementation Manager, plans, directs, and organizes the day-to-day operations of staff within the sales and production development team. The Supervisor I shall operate as key project manager on program projects including oversight of all phases of project lifecycle from initiation to closeout. The incumbent facilitates meetings with internal and external stakeholders and promotes teamwork and cross-functional collaboration in support of the department's strategic goals. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

### Job Description

#### **35% (E)**

Plans, directs, and supervises the day-to-day operations of staff on the CCSB sales and product development team, which is responsible for supporting sales and business development functions on behalf of CCSB. Responsible for significant project management for enhancement to existing, and introduction of new program processes, and products including but not limited to: adoption of new technologies, process and workflow improvement, and sales channel enablement tools. Assists the Supervisor II in their role as liaison with key program contractors, plan partners, and stakeholders on matters of enrollment and business development. Ensures timelines are met for key project milestones and other competing assignments; provides status reports and ensures qualified work products are delivered on time utilizing effective management and organizational tracking methods. Participates in the development of staff performance measures to assess progress against benchmarks, programs, and strategies.

#### **30% (E)**

Tracks the progress of the team, coordinates, and facilitates the implementation of projects through planning, gathering, and organizing project reports on progress and corresponding metrics, privatization, and retrospective meetings. Identifies project/task priorities, backlog, risks, challenges, high-level projects progress and schedules, and communicates them with CCSB leadership. Research and suggest methods to improve effectiveness of work processes and quality of production output. Develop monitoring mechanisms to track performance and measures of effectiveness of Covered California for Small Business Sales and Account Management functions as they relate to contracted vendors. Partners with cross-functional units on key performance indicators to improve customer service by developing and analyzing standards daily. Review and analyze performance metrics for the CCSB and reports to Executive Leadership.

**25% (E)**

Process Improvement: As a subject matter expert on policies pertaining to CCSB, the Supervisor I performs special studies and conducts special projects for the Supervisor II and executive leadership team. Evaluates alternatives, develops recommendations, and monitors implementation of approved business processes for efficiency. Independently conducts research and gathers information from Operations team to ensure smooth rollout of policies and procedures impacting the business and our customers. Conduct presentations or briefings on projects to CCSB Executive Leadership.

**10% (M)**

Miscellaneous: Attends meetings as the representative of the Supervisor II. As the Supervisor II's representative, brings back recommendations for assignments for branch managers and supervisors resulting from the meetings attended. Prepares reports for the Supervisor II and Executive Leadership regarding meetings, commitments, and assignments. Travels statewide to meet with stakeholders and attend regional meetings and training up to 10% of the time.

**Scope and Impact**

- a. *Responsibility for Decisions and Consequences of Error:* This position performs works independently and guidance is usually set forth in legislation and general rules of Covered California. The impact of an error could involve significant loss to the consumer health coverage, resulting in a significant financial loss for the department, legislative scrutiny, and a reduction of public opinion regarding Covered California.
- b. *Administrative Responsibility:* This position does not have administrative responsibilities
- c. *Supervision Exercised:* Responsible for direct supervision of Analyst IIs
- d. *Frequent Internal Personal Contacts:* Service Center and Expo staff including peers, leads, supervisors, managers, representatives from the Operations Team, Workforce Management Team, Consumer Research & Resolution Team, Quality Assurance Team, IT Team, Vendors, CalHEERS Team, executives, or other Covered California units.
- e. *Frequent External Personal Contacts:* Customers, Qualified Health Plan representatives, Certified Enrollment Counselors, Certified Insurance Agents, staff from Certified Enrollment Entities, County Eligibility Workers, Other State Agencies, Advocates and Health Care Provider representatives.

**Physical and Environmental Demands*****Work Environment***

Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.

***Essential Physical Characteristics***

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental

activity are need; frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **Working Conditions and Requirements**

- a. *Schedule:* Core business hours are Monday through Friday, 8:00am - 5:00pm
- b. *Travel:* Travels statewide to meet with stakeholders and attend regional meetings and training up to 10% of the time.
- c. *Other:*