



## **Position Description: Manager, Data Operations**

### **About the job:**

IHA is looking for a passionate Data Operations Manager to manage the execution of Align.Measure.Perform (AMP) program strategies, project plans, and deliverables. Reporting to the Director of Data Operations, this position will inspire and manage a team of Data Operations specialist(s) and Data Analysts(s). The Data Operations Manager will be responsible for driving the effectiveness and efficiency of our AMP programs, ensuring on-time delivery of the various programs within assigned budgets

The ideal candidate is a highly competent, flexible, well-organized, tech-savvy, team player who has excellent project management skills and enjoys leading programs. S/he must be comfortable interacting with individuals at all levels in the healthcare industry and government, enjoy conducting research and be able to successfully support the fast-paced work of senior-level colleagues. S/he must be able to take initiative to lead projects. This is an impactful role that will make a meaningful difference within the healthcare industry. This role offers a unique opportunity to work with thought leaders across California and be a part of a smart, hard-working, and fun team.

### **Core Job Duties and Responsibilities:**

- Manage and mentor a team of Data Operations specialists / Analysts, including work assignments, priorities, and providing guidance on risks/issues.
- Lead, manage and contribute to program work plans, including scope of work, and resource requirements.
- Ensure on-time submission of all deliverables including quantitative and qualitative reports.
- Balance needs of multiple deliverables and reprioritization, as needed.
- Manage and oversee the results release and deliverables for the AMP programs (HMO, MA, MC, ACO).
- Lead Questions & Appeals periods. Provide technical guidance, draft responses, and assign the appropriate resources to resolve.
- Provide management oversight of data vendors and partners to ensure milestones, reports, deliverables and end products provided meets organization expectations
- Provide data engineering team with technical requirements and oversee UAT from Data Ops team.
- Guide analysis and technical understanding for team members.
- As a SME, partner with Product and Technology teams to resolve issues across all AMP products releases.
- Provide support and assistance to Client Success Manager to ensure successful POs and Health Plan data submission process.
- This role will have expanded and growing responsibilities across Integrated Healthcare Association.

### **Job Knowledge, Skills, and Work Experience:**

- Masters level education preferred in health-related field (e.g., health care administration, public health, health policy)
- 3-6 years' experience working in health care; knowledge of California health care delivery system and/or claims-based data desired
- Demonstrated program management skills; experience leading complex projects involving a variety of stakeholders with complex structures.
- Experience facilitating meetings and leading discussions preferred

- Keen attention to detail, while not losing sight of the big picture
- Clear sense of priorities and objectives; ability to anticipate needs, recommend options, and implement solutions
- Flexible approach and an ability to operate effectively with uncertainty and under pressure
- Driven, self-motivated and enthusiastic with a ‘can-do’ attitude and the ability to think on your feet
- Excellent communication, decision-making, and problem-solving skills
- Extremely well organized with a high level of accuracy and attention to detail
- Ability to remain calm and clear-minded in a role that directly impacts both revenue and client satisfaction

**Benefits:**

- Competitive salary
- Great work environment in convenient locations:
- Oakland location -City Center 12th St BART Station
- Free snacks, tea, coffee,
- Subsidized gym membership
- 401K contribution
- 21 paid days off a year + 9 holidays
- Medical/dental/vision coverage
- Commuter benefits

US work authorization is a prerequisite to employment for this position.

**Please submit cover letter and resume in confidence** to [jobs@iha.org](mailto:jobs@iha.org), and include “Manager, Data Operations” in the subject line.

**About IHA**

The Integrated Healthcare Association is a non-profit multi-stakeholder leadership group, founded in 1994, that promotes health care quality improvement, accountability, and affordability for the benefit of all Californians.

IHA leads regional and statewide performance measurement, provider data and value-based payment programs/products, serves as an incubator for pilot programs and demonstration projects, and collaborates with diverse healthcare stakeholders on a variety of critical healthcare issues.

IHA members represent the most diverse and influential cross section of healthcare organizations across California. With trusted data and collaborative programs, we serve as a catalyst by forging common ground and initiating, coordinating, and managing projects that address delivery system challenges.