

## **Job Description**

**Title**                    **VP/SVP Operational Performance**  
**Department(s)**   **Consulting – Operational Performance**  
**Reports to**            **President**

### **Job Summary**

The Senior Vice President/Vice President, Operational Performance will manage the following operational consulting services within Gorman Health Group, LLC (Gorman): enrollment processing and membership reconciliation, RPC submissions, operational policy and procedure review and development, operational training development, Appeals & Grievances, Claims, Customer Service, and Information Technology.

### **Goals & Objectives:**

- Direct the Gorman Operational Performance practice area in meeting budget and other financial goals for revenue and profit margins.
- Direct short-term and long-range planning and budget development to support Gorman’s strategic business goals.
- Establish the performance goals, allocate resources, and assess processes, tools, and techniques used within the Operational Performance practice area.
- Demonstrate successful execution of business strategies for the Operational Performance practice area’s products and services.
- Direct and participate in strategic partnerships, acquisitions, and other growth activities to support business objectives and plans of the Operational Performance practice area.
- Create a structure and an environment within the Operational Performance practice area to successfully win engagements, perform them at a high level of proficiency and client satisfaction, and position Gorman as an industry leader.
- Develop new and innovative services to better diversify Gorman’s portfolio of offerings.
- Develop tools and techniques to employ in fixing operational problems, considering constraints imposed by clients; timelines, budgets, and resources.

### **Summary of Essential Duties and Responsibilities:**

- Continually assessing demand for unique Medicare Advantage and Part D services, and positioning Gorman to capitalize on that demand.
- Developing marketing strategies to create demand for Gorman Operational Performance services.
- Developing or reviewing and approving all Operational Performance project proposals to ensure the Scope of Work can be achieved successfully. This includes project staffing, timetables, pricing, deliverables, and client participation.

- Overseeing the activities of Operational Performance and constantly taking inventory of the group's strengths, weaknesses, opportunities, and threats.
- Periodically leading client engagements to maintain process proficiency, provide team leadership, and stay current on industry needs.
- Appearing onsite at client engagements periodically, to meet with the client, assess the progression of the engagement, and offer additional services and products.

## **Minimum Requirements and Abilities:**

Gorman's Vice President of Operational Performance must be an individual with the following traits and characteristics:

1. Excellent interpersonal, communications, public speaking, and presentation skills.
2. Solid working knowledge of budgeting, sales, business development, and strategic planning.
3. Must be able to lead a group of self-motivated high achievers.
4. Must understand Medicare Advantage and Part D subject matter in sufficient depth to represent Gorman's Operational Performance Practice area.
5. Ability to travel up to 60% to 70% of the time.
6. Must be proficient in Microsoft PowerPoint and Microsoft Word. Working knowledge of Microsoft Excel is also required.

## **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 to be 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.