Vacant Outreach & Sales/Covered CA for Small Business Sacramento, CA

Under the general direction of the Staff Services Manager III (SSM III), the Staff Services Manager II (Supervisory) (SSM II), will provide program oversight and administration to the Covered California for Small Business (CCSB) and support the Agent Administration Team functions as they relate to the program. The SSM II will manage staff responsible for the contract, budget, policy, regulations, financial analysis, plan management, communication and overall support for both CCSB programs. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.
### 17. DESCRIPTION OF DUTIES

<table>
<thead>
<tr>
<th>Percentage of Time</th>
<th>Indicate the duties of the position and the percentage of time spent on each. Group related tasks under the same percentage. Percentages should be increments between 5% to 35%, with the highest percentage first. Identify essential functions with (E) and marginal functions with an (M) in the percentage column. “Other duties as required” cannot be used as a task statement.</th>
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<tr>
<td><strong>35% (E)</strong></td>
<td>Plans, organizes, implements, monitors and manages the development of the Covered California for Small Business (CCSB) program. Direct oversight of the CCSB including administration of the CCSB Third-Party Administrator (TPA), a multi million dollar contract. Overall Support and Program administration of all CCSB components: contract, budget, policy, regulations, financial analysis, plan management, marketing, communication, service center, website, appeals, and general support. Collaborate with Health Plan Carriers on needs assessment to ensure the transfer of payment and eligibility files. Act as liaison between Exchange and various control agencies. Partner with leadership and all program areas of the Exchange to expand and improve the business processes and policy regulation framework needed for the small business market. Define and provide oversight for CCSB marketing campaigns, marketing strategy, and communication.</td>
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<tr>
<td><strong>35% (E)</strong></td>
<td>Program administration and oversight to the Agent sales and communication functions specific to CCSB. Partner with the CCSB TPA and the Covered California University to improve and implement agent training and certification. Collaborates with the Agent Administration team on agent policies, agent marketing, agent website, and agent communication and messaging specific to CCSB. Coordinates efforts with the Public Affairs and Communications Division in the development and implementation of sales and marketing projects and materials. Provide support for CCSB Service Center Customer Service Representatives to increase knowledge transfer to reduce handle time, customer wait times, and overall call volume.</td>
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<tr>
<td><strong>20% (E)</strong></td>
<td>Supervises and manages administrative activities related to personnel, including performance evaluations and attendance, training, business operations and needs, information technology system requirements for program, and budget and staffing needs. Assigns and monitors workload as needed, taking into consideration complexity and/or length of time required to complete assignments, and establish priorities. Manage project performance by developing mechanisms to track performance, measure results, and report dashboards. Oversight management of CCSB Budget including includes workload analysis, budget concept statements, staffing, marketing, and contracts.</td>
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<tr>
<td><strong>10% (M)</strong></td>
<td>Program support and partnership with CCSB and Agent stakeholders. Chair CCSB Advisory Group and facilitate stakeholder meetings to discuss challenges, opportunities, and solutions. Oversight support and contract management with General Agent partners. Represents and/or acts for the Division Deputy Director at meetings and conferences related to the CCSB Division; presents, explains, defines and educates Exchange Board, customers and stakeholders on the services provided by CCSB. Some travel may be required to meet with stakeholders and to attend regional meetings.</td>
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18. SCOPE AND IMPACT

a. Responsibility for Decisions and Consequence of Error – *Describe the level of independence exercised and the consequence of actions taken by this position.*

This position directly manages the SHOP Program and provides oversight to the agent support and communication functions. Incumbents are typically subject-matter experts who have demonstrated possession of intellectual abilities, the management tools, and the personal qualifications to succeed in leading a new program. Decisions made will impact the organization and stakeholder communities and therefore, incumbent should be educated with respect to the agent community and small group market.

b. Administrative Responsibility – *Describe the position’s management responsibilities, including the size of the operating budget.*

This position has program administrator decision making authority, including oversight to the SHOP 3rd party administrator contract, estimated at $16 million a year.

c. Supervision Exercised – *List the classifications supervised by the position, both directly and indirectly.*

This position will directly supervise a Staff Services Manager I and Health Program Specialist I and indirectly supervise Associate Governmental Program Analysts.

d. Personal Contacts – *List the internal and external contacts with whom the position regularly interacts.*

**Internal:**
Interacts with Executive Leadership, Program Managers and staff.

**External:**
Interacts with consultants, contractors and stakeholders.

19. PHYSICAL AND ENVIRONMENTAL DEMANDS

*Describe the position’s physical exertion requirements 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/night, 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;
  - Using headsets to talk with internal and external customers for extended periods (up to 60%); 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.

20. WORKING CONDITIONS AND REQUIREMENTS

*Specify the working conditions applicable to this position.*

- **High Rise Office Building:** ✔ No □ Yes
- **Work Schedule/Hours:**
  - Business hours Monday - Friday, 8:00 am - 5:00 pm. During the months leading up to open enrollment and during open enrollment, weekend and evening hours may be required.
- **Travel Requirements:**
  - Monthly meeting with TPA in Irvine. Occasional travel (up to 10%) across the state may be required to meet with stakeholders and to attend regional meetings.
  - Other: