

**Position #300082**  
**Administrative Manager**  
**Office of Strategic Health Policy Director**

**POSITION SUMMARY**

Under the general direction of the Deputy Secretary, this highly responsible management position functions as the Director of the Office of Strategic Health Policy. This position is responsible for the effective management of the Office and the programs it administers and serves as a key member of the agency's leadership team.

The Department of Employee Trust Funds (ETF) administers retirement, health, life, long-term disability, income continuation, and long-term care insurance programs for over 680,000 state and local government employees and annuitants. The Office is responsible for planning, developing, recommending, and implementing public sector insurance-related fringe benefit plans and overseeing the operation of the following plans: Group Health Insurance Program comprised of Wellness, Medical, Pharmacy, Dental and COBRA benefits; Vision Program, Long-Term Care Insurance Program; Section 125 Employee Reimbursement Accounts; and the State and Local Group Life Insurance Plan. Depending on the plan, the administration functions may be solely performed by third party administrators or between a third party, the Office and other ETF departmental units.

The group health insurance program (GHIP) and the Wisconsin Public Employer programs are the largest programs administered within the Office. The benefits may be fully insured by a third party provider, by ETF or jointly, requiring the Director to understand, negotiate and manage risks of claims' relative to health plan rates and program funding reserves. The GHIP supports 58 State agencies, the State of Wisconsin Legislature, the University of Wisconsin (UW) System, the UW Hospital and Clinics, over 400 local government employers and provides insurance for employees, retirees, inactive (COBRA) and dependents. The GHIP and WPE programs make up one of the largest health plan groups in Wisconsin, spending \$1.8 billion in health insurance premiums annually.

This position directly supports the agency strategic goal focused on building a talented, diverse, and agile workforce necessary for achieving the Department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive workforce.

**GOALS AND WORKER ACTIVITIES**

**30% Goal A: Leadership for the Organization's Strategic and Insurance Policy and Programs**

- A.1 As a member of the Department's leadership team, assist in developing the Department's strategic objectives and goals, strategic plan, operational objectives and organizational structures to ensure that the Department continues to adapt to changes in resources, laws, demographics, member and staff needs, and other conditions.
- A.2 Promote effective working relationships between Office staff and other Department employees and coordinate Office activities with other departmental programs to achieve Office and Department objectives.
- A.3 Develop a strategic vision, policies, and operating plans to provide and enhance benefit programs and services administered by the Office to participants and employers consistent with the Department's mission, vision, goals, and strategic business plan.
- A.4 Review, on a continuous basis, the effectiveness of Office programs and services. Monitor and evaluate Office programs and services and oversee development and implementation of performance improvement and process reengineering projects.

- A.5 Direct, in collaboration and coordination with appropriate units within the Department and contracted experts, the development of policy recommendations on premium rates, reserve balances and other actuarial matters, and legal and regulatory changes relating to Office programs and services.
- A.6 Direct, in collaboration and coordination with appropriate units within the Department, analysis of and compliance with state and federal laws and regulations affecting benefit programs and services administered by the Office.
- A.7 Oversee preparation of reports to clearly communicate service delivery activities and enhancements, and accomplishments in meeting the Department's mission and strategic business plan, the Board's strategic initiatives and the Office's business plan.
- A.8 Guide the implementation of policy, program and service training for the Office and other Department units involved in administering or communicating with members on benefit programs and services.
- A.9 Oversee the negotiation and administration of all aspects of insurance and administrative contracts (e.g., Group Health Plan providers, Group Life Insurance, etc.), including the establishment and monitoring of contract compliance and performance standards for contractors and the resolution of contract issues.
- A.10 In concert with the Bureau of Contracts and Procurement, collaborate with appropriate units within the Department to develop the insurance program specifications and to support the bid processes, request for proposal documents and bid evaluation procedures, assuring consistency with all pertinent legal, regulatory and policy provisions.
- A.11 Oversee the delivery of services provided and performance of external service providers (e.g. actuaries, third party administrators, data warehouse vendor, etc.) that support Office-administered benefits or services.
- A.12 Coordinate with the Office of Legal Services on any litigation involving the Department or the Board in matters related to benefits or services.
- A.13 Oversee the implementation of policy changes and legislation affecting Office-administered programs and operations.
- A.14 Adhere to the Department's established managerial standards.

**40% Goal B.: Leadership for the Provision of Programs and Services to Customers (Employers and Members)**

- B.1 Provide policy and general direction to the Office leadership and staff.
- B.2 Perform or direct the performance of long- and short-range planning for Office programs, activities and workloads.
- B.3 Oversee development of staffing, training, and succession plans and biennial and operating budgetary requests. Ensure Office resources are managed efficiently and effectively.

- B.4 Use program performance metrics, evidence-based analytics, industry and peer best practices, customer experience feedback and dashboards and other measurement tools to monitor Office activities and programs in meeting the Department's mission and strategic plan and the Division's business plan.
- B.5 Ensure operations are conducted in a cost-effective manner and, to the extent possible, within budget resources and funding policies.
- B.6 Promote continuous improvement. Review, on a continuous basis, the effectiveness of Office programs and services. Monitor and evaluate benefit administration services and oversee development and implementation of performance improvement and process reengineering projects.
- B.7 Direct adherence to internal control standards and state and federal compliance.
- B.8 Direct the interpretation and dissemination of information related to laws, rules, policies, and regulations to administer and communicate the changes to customers.
- B.9 Negotiate, develop, update and/or provide oversight of contracts related to Office programs or functions.
- B.10 Prepare responses to the most difficult and sensitive correspondence with customers.
- B.11 Review, validate and oversee corrective action resulting from program and departmental audits.
- B.12 Ensure office-wide application of the highest fiduciary standards when making decisions regarding program eligibility, member enrollment and benefit administration operations and services.
- B.13 Pursue professional development activities to increase knowledge of employee benefit field and to enhance managerial skills and techniques.

**15% Goal C: Strategic Planning and Facilitation of Group Insurance Board and External Relations**

- C.1 Serve as the senior leader guiding and managing all activities relating to the Group Insurance Board and ensure that all Board members have the information necessary for a proper understanding of the issues in order to make sound, informed decisions.
- C.2 Make evidence-based recommendations to the Secretary's Office and the Board on plan amendments, administrative and insurance contracts, benefit applications, claims and payments, insurance eligibility determinations and appeals.
- C.3 In consultation with the Secretary's Office and Board Chair, strategically plan Group Insurance Board agendas and guide Board initiatives in compliance with the Board's governance manual. Work with Board liaisons to develop Board agenda and identify presenters. Work with presenters to guide content. Review Board materials in advance of meetings to ensure overall goals and objectives of the meeting are met.
- C.4 Propose Board policy changes as needed, working closely with other Department units to present such proposals for Board approval.

- C.5 In collaboration with other Department units, represent the Department on matters of insurance benefits and services before stakeholders and interested parties.
- C.6 In coordination with other Department units, meet with legislators, state and local executives and others in response to requests for assistance with constituent inquiries about insurance benefits and to develop relevant legal or regulatory changes to resolve issues involving the insurance plans.
- C.7 Resolve or make recommendations to resolve complex or unusual insurance benefit coverage or claim determinations.
- C.8 Serve as the Secretary's designee on various legislative committees, policy making committees, or associations as assigned.
- C.9 Serve as liaison to national employee benefit groups organized to share information or respond to federal legislative proposals.

**15% Goal D: Supervision and Leadership of Staff**

- D.1 Lead the Office leaders and professional staff by inspiring, motivating, setting positive examples, and communicating regularly and effectively.
- D.2 Consistently demonstrate and promote ETF's core and leadership competencies, serving as a role model to managers and staff. Hold Office staff accountable to meet ETF's core and leadership competencies.
- D.3 Provide leadership, supervision, and management oversight to Office leaders in carrying out responsibilities and complying with Department policies.
- D.4 Recommend, initiate, and provide direction to staff in personnel actions such as recruitment and hiring, reclassifications, reallocations, and terminations as needed to ensure effective and efficient daily operations.
- D.5 Develop and implement standards, objectives, and requirements in order to evaluate employee performance, take appropriate disciplinary action, acknowledge or provide formal recognition for good performance and resolve grievances. Review performance evaluation recommendations.
- D.6 Develop, oversee, and support programs assisting in the on-going training and development of employees.
- D.7 Provide direction to staff in appropriate motivation and discipline of employees, including the mentor and counsel of employees.
- D.8 Provide direction and assistance in the implementation of the agency's equity and inclusion initiatives as well as health & safety programs.
- D.9 Perform other duties as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Effective leadership, management, and supervisory skills.
2. Ability to develop and maintain a work climate that encourages cooperation and teamwork.
3. Ability to work effectively in team environments.
4. Knowledge of the health care benefits environment and marketplace.
5. Knowledge of strategic planning methods and techniques.
6. Ability to strategic guide and support decision-making boards.
7. Highly-developed speaking, writing and interpersonal communication skills.
8. Effective public relations skills.
9. Knowledge of methods for establishing and maintaining working relationships with a variety of internal and external stakeholders.
10. Research and analytical skills.
11. Knowledge of policy analysis, development and implementation methods and techniques.
12. Program planning, coordination, implementation, and analysis skills.
13. Negotiation skills.
14. Knowledge of the State legislative process, budget development and fiscal note preparation.
15. Knowledge of policies, procedures, and practices of employee benefit programs (health, insurance, disability, life insurance and income continuation).
16. Knowledge of State and federal laws, rules and regulations governing employee benefits programs.
17. Contract management skills.
18. Knowledge of actuarial principles and techniques.
19. Knowledge of business process improvement and reengineering methodologies and techniques.
20. Knowledge of principles, theories, techniques and trends in public administration and service.
21. Knowledge of methods for measuring program performance and customer experience/satisfaction.
22. Knowledge of methods to build consensus and cooperation in situations where conflicting objectives may exist.
23. Knowledge of methods and techniques for motivating and persuading others.
24. Ability to understand and comply with all ETF and enterprise security standards, policies, and processes.
25. Commitment to creating a diverse and inclusive work force.