Chief Operating Officer

Common Ground Healthcare Cooperative (CGHC) is a nonprofit, community-owned health insurance company well positioned to grow into a major force for positive change in the Wisconsin health insurance market. We are a member-governed cooperative with a mission to provide affordable, innovative health insurance solutions to small businesses, non-profits and individuals in Wisconsin. CGHC is looking for a Chief Operating Officer who believes in our mission, is comfortable working in an exciting, fast-paced environment and who is compatible with our team of hardworking, fun and committed staff.

Position Summary
The Chief Operating Officer (COO) is the senior executive responsible for Common Ground Healthcare Cooperative’s (CGHC) operations division of the organization including: Claims, Member Services, and Enrollment & Billing. The COO identifies and implements courses of action to enhance service delivery, ensures organizational compliance and operational efficiency and improvements in quality, quantity and effective operational success with member-focused work flows, processes and member satisfaction results. The COO works closely with the CEO and CFO to ensure financial integrity and equilibrium of CGHC. The COO will negotiate contracts and manage vendor relationships related to the operational aspects of the organization. The COO participates in strategic vision, mission and strategic planning of the organization and provides day-to-day leadership and management that mirrors our mission and core values.

Responsibilities
• Provides day-to-day vision, leadership and management to the operational division of the organization; to include, Claims, Member Services, and Enrollment & Billing.
• Effectively leads, communicates, motivates, coaches and develops a high-performance team.
• Evaluates the results of overall operations regularly; identifies and implements sources of action to ensure best practices and operational efficiencies.
• Ensures that all activities and operations are performed in compliance with state, and federal regulations and laws governing business operations.
• Manages third party vendor relationships that provide operational support to the organization; negotiates contracts and holds vendors accountable for their service level agreements.
• Works collaboratively across many departments, to prioritize demands, make effective business decisions and communicate timely and effectively.
• Prepares, reviews and manages to the annual operating budget for assigned areas.
• Ensures policies and procedures and workflows are developed, implemented and are regularly reviewed and updated for assigned areas.
• Provides operational reports and updates to the Executive Team and Board of Directors.
• Attends and participate in Board meetings and other Board Committee meetings, as necessary.
• All other projects, duties and assignments as requested.
Knowledge and Skill Requirements

- Bachelor’s degree from an accredited college or university in a relevant field such as Business or Finance or other relevant major; MBA Preferred.
- Minimum of ten (10) years of progressively responsible experience in health insurance including at least five (5) years related leadership experience.
- Extensive knowledge, abilities and skills in insurance operations.
- Knowledge and skills in healthcare or health insurance organization and management systems and program planning, implementation, evaluation and operation.
- Knowledge and general management skills in a combination of strategic planning and health care delivery.
- Knowledge of the principles and practices of supervision and administration as applied to the management of staff. Excellent supervisory skills required with ability to provide leadership, coach and develop staff.
- Ability to use initiative and judgment in operational areas.
- Effective analytical ability to develop and analyze options, recommend solutions to and solve complex issues.
- Knowledge of and ability to use various computer programs such as Microsoft Office, spreadsheet, word processing, database and presentation software.
- Excellent verbal and written communication and effective listening skills required.
- Excellent interpersonal and customer services skills required.
- Ability to develop and maintain positive working relationships with both internal and external stakeholders. Ability to work cooperatively, sensitively, and tactfully, and maintain composure and professionalism with all levels of staff and the general public required.
- Ability to effect collaborative alliances, and promote and foster teamwork among the Senior Management team; and ability to mentor, provide leadership and teamwork among department managers and supervisors.
- Ability to maintain strict confidentiality at all times required.

Join a winning team of committed professionals in a growing enterprise. Qualified applicants should send their cover letter, resume and salary requirements to jobs@commongroundhealthcare.org.