



Executive Director

JOB SUMMARY:

The Executive Director is responsible for contract deliverables, including compliance reporting, financial reporting and service level performance reporting. The Executive Director is also responsible for ensuring effective coordination and communication of client requests to ensure client expectations are satisfied.

PRIMARY JOB RESPONSIBILITIES:

- Responsible for on-going, effective communications and service to the current clients via on-site meetings, conference calls, and day-to-day interaction.
- Provide primary support to DentaQuest leadership for administration of administration of the client's program, and communicate information accurately and efficiently, to ensure that DQ is meeting and exceeding client expectations, and the terms of the RFR and contract.
- Proactively identify client expectations, communicate expectations to DQ leadership and staff, and ensure expectations are delivered effectively. Proactively resolve issues and strengthen relationships at various professional levels within the client's organization.
- Responsible for coordination and serving as primary point of contact for client audits of DentaQuest programs to include coordination of documentation requests, meeting organization, and responding to auditor follow-up requests to DentaQuest.
- Develop and maintain relationships with appropriate functional areas within DentaQuest to ensure effective contract performance.
- Support innovative business practices and process improvement opportunities for current and prospective clients (e.g., P4Q, QARR, ER Diversion).
- Monitor changes in regulations and fee schedules, and communicate same to ensure compliance with state and federal guidelines.
- Perform functions that support timely and accurate reporting to clients.
- Responsible for ensuring Office Reference Manuals are kept up to date, corrective action plans are implemented and client audits are organized effectively.
- Develops and submits IODs based on CMS, market- or client-specific program requirements.
- Manages process for obtaining program requirements, documentation, support and other special requests from clients, providers and other organizations.
- May be responsible for to local DQ staff. Responsible for the determination and implementation of performance and wage evaluations, performance improvement plans, disciplinary processes, and terminations for local staff, in accordance with company policy.
- Provides regular updates to senior management on internal and external issues affecting market performance.
- Represent DentaQuest at health fairs, conferences and advisory meetings through the State.
- Other duties as assigned.

JOB REQUIREMENTS:

Required Qualifications:

- Bachelor's Degree in Business, Healthcare Administration (or related field) or equivalent, relevant work experience.
- Five years' experience working with external clients/customers; proven track record of providing superior service to internal and external customers.
- Two years' experience in a supervisory role.

- Well-organized and superior organizational, written and oral communication skills, particularly presentation skills.
- Knowledge of group benefits. Proven ability to provide consultative services to proactively meet customer needs, using management reports, offering training opportunities and recommending innovative solutions.
- Ability to work independently and as part of a team.
- Proficient with general computer software including Microsoft Excel, Word and Outlook.
- Proven problem-solving skills.
- Ability to make good judgment conclusions based on data available with minimal supervision.
- Ability to prioritize and organize multiple tasks with tight deadlines.
- Excellent customer service skills.
- Up to 50% local travel required

PHYSICAL DEMANDS:

- Ability to work in a traditional professional office setting/remote equivalent.
- Ability to effectively operate computer equipment.
- Work schedule may vary and is determined by project schedules.
- Ability to travel as projects dictate
- Ability to efficiently operate all job-related office equipment.
- Ability to communicate via telephone and work in virtual teams
- The office environment is active with high voice levels and interruptions that may challenge hearing and concentration.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.

*** In accordance with DentaQuest's Compliance Plan, employee must conduct DQ business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQ's Compliance Officer. ***

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.