

# Job Description: Managing Director, Survey Operations



## Overview:

The *Managing Director, Survey Operations* is a hands-on position responsible for all aspects of QMetrics' survey program operations including survey development, planning, implementation, fielding, and reporting. Effective quality assurance processes in all steps of survey operations, data analysis, and reporting are integral to this position. The incumbent will have experience in managing highly complex projects and be able to adapt to a fast-paced dynamic environment with tight deadlines. The successful candidate will possess strong attention to detail and a demonstrated ability to manage and execute tasks that require critical thinking skills. This position requires the ability to evaluate operational processes to identify and implement process improvement.

This position has three aligned areas of responsibility:

- Program Administrator
- Client Liaison
- Data Analytics & Reporting

The **Program Administrator** function of this position includes evaluating and documenting project processes and specifications, determining deadlines, identifying internal/external process barriers, and facilitating barrier resolution. This function tracks survey progress to pre-established milestones and ensures that projects remain on track for timely completion. Quality assurance of each step of the project is a critical job function.

This position requires supervision, coordination, and mentoring of the analytics group, project managers, and Contact Center with strong team building and a cooperative experience for success. This position oversees external vendors to ensure they operate effectively in coordination with QMetrics' internal processes.

This position works in partnership with QMetrics' Regulatory Compliance division to ensure that all applicable and current regulatory requirements are adhered to ensuring compliance with all state & federal program requirements.

The *Managing Director, Survey Operations* is the QMetrics primary interface with survey clients in the **Client Liaison** role. This critical role requires regular client outreach, interaction and responding to client inquiries. Conducting ongoing client status update meetings is an expected function of this role. These client status update meetings are the forum for communicating regulatory expectations and QMetrics messaging to external clients. The incumbent conducts client webinars and represents the company at industry and stakeholder meetings. This role ensures an exceptional, successful, and growing partnership with our survey clients.

In the **Data Analytics & Reporting** role, this position provides leadership and has the primary responsibility for survey data analytics. This includes all aspects of data oversight, data collection, analytical plan development, analysis, and reporting. The *Managing Director, Surveys Operations* guides and supports the data team to identify and employ the appropriate analytical tools and techniques to promote efficient programming, clear documentation, and precise reporting processes. An important part of this role is ensuring the appropriate rigor in data collection and analysis and conformance with industry and regulatory requirements & standards.

This position ensures all survey and analytical reporting is presented timely and accurately in a clear, easily understood manner to clients and regulators using dashboards, tables, graphs, executive summaries, and comprehensive reports. Excellent writing and presentation skills are required.

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QMetrics is a California state-approved PAAS *Validator and Administrator*, this position is responsible for the operational oversight of the validation program including pre-validation and post-validation activities that include client engagement, data analysis, quality assurance, and report-writing.

QMetrics current survey activities include:

- California (CA) Department of Managed Health Care (DMHC) required Provider Appointment Availability Survey (PAAS)
- CA DMHC required Provider Satisfaction Survey (PSS)
- CA DMHC required Provider After-Hours Survey (PAHS)
- Department of Health Care Services (DHCS) Emergency Access Survey (Medi-Cal)
- Client-specific Quality/Access surveys as requested by new and existing clients

The *Managing Director, Survey Operations* will lead the QMetrics Surveys center of excellence while identifying, developing, and collaborating with the executive team on growth strategies for expansion of the division which includes market competitive assessments, industry research, and innovative solutioning. This position reports to the Chief Health Economist who is the chief data strategist of the company.

### Qualifications:

#### Education/Certification:

- BA/BS in management, business, economics, or a related field
- Master's degree strongly preferred
- Equivalent combination of education and/or work experience may be substituted

#### Required Relevant Work Experience:

- 5 years leadership experience planning and implementing new programs & departments
- 5 years of oversight experience in survey or healthcare operations
- 3 years of experience with multi-modal survey administration
- 3 years of experience with survey data analysis and reporting
- 3 years demonstrated experience as primary liaison for external clients and/or vendors.

#### Specialized Knowledge, Skills, and Abilities:

- Knowledge of healthcare delivery systems, managed care, and regulatory requirements
- Proficient with MS Office 365, Sharepoint, and Teams
- Proficient with Project Management tools
- 3 years designing reports and / or data visualizations using industry standard tools

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- Demonstrated flexibility in approach and follow up to achieve resolution of outstanding issues.
- Ability to organize and coordinate multiple simultaneous tasks in a team environment to deliver process improvement for the organization
- Ability to work with minimal supervision and independently to implement business process improvements to meet and exceed internal and external customer expectations
- Seek assistance when needed, and demonstrate a willingness to learn new skills
- Exceptional oral, written, interpersonal and problem-solving skills
- Adept at communicating at all levels within the company.

### *Preferred:*

- 2 years of experience/familiarity with California health plan regulatory requirements
- Familiarity with CA DMHC provider network requirements
- Familiarity using Smartsheet

### **Typical Job Accountabilities:**

This role will require collaboration and oversight of the following activities:

- Developing, managing, and meeting survey fielding timelines
- Identifying and implementing quality improvement activities
- Participating in establishing best practices, templates, policies, and tools to enhance QMetrics' capabilities
- Ensuring timely and efficient client data exchange and validation
- Overseeing internal call center operations
- Coordinating with external call center operations
- Coordinating Fax/OCR/online survey operations
- Ensuring timely, accurate, and insightful data analytics
- Ensuring accurate and insightful survey report development
- Ensuring timely report delivery