



ComplQ Solutions – Career Opportunity

Senior Vice President of Operations

Primary Location: Remote – United States
Job Category: Business Operations – Senior Leadership

PURPOSE and OVERVIEW

ComplQ Solutions is seeking a Senior Vice President of Operations to join our leadership team. The SVP, Operations is responsible for the overall strategy, delivery and performance of the Operations team. This means that you are responsible for fulfilling the high expectations we set for our client relationships. We meet our promises and find new ways to consistently perform. In this role, you will partner and develop relationships directly with clients and executive leadership ensuring program success while uncovering prospective growth options. This role is expected to not only uphold, but to enforce and operate to the high ethical standards and conduct expected across the organization in how we interact with our clients, colleagues, and partners. This role reports to the CEO of ComplQ.

DUTIES AND RESPONSIBILITIES

- Establishes the strategic direction of ComplQ operations; executes this strategy in collaboration with company leadership.
- Responsible for defining business strategy. Spearheads and provides important expertise to the development, communication and implementation of effective business strategies and processes
- Communicates with colleagues, clients, and other stakeholders to identify and assess product and program requirements; applies knowledge to support product development strategy.
- Oversees the operations process from development through production; proactively addresses and solves any issues and risks that arise.
- Develops, implements, and enforces key performance metrics, milestones, specifications, documentation and reporting requirements, and budgets.
- Tracks and analyzes product, program, and process costs.
- Oversees and facilitates cross-functional projects and teams.
- Communicates department, program, and project performance and process to senior leadership through periodic status reports and presentations.
- Ensures compliance with industry and legal regulations and best practices, and adherence to company processes and procedures.
- Maintains knowledge in developing trends and technologies in the industry.
- Establish resource, capital, and infrastructure needs for programs to execute effectively
- Maintain excellent relationships with executives to drive continued improvement in experience, operating outcomes, and financial performance
- Partner with all teams to map out and deliver on the programs necessary to integrate new enterprise capabilities into workflows
- Partner with ComplQ leaders to drive vision and strategy
- Roadmap prioritization and management for ComplQ Operations projects and programs
- Operational budget management for ComplQ Operations within the scope of this position



- Ensure delivery of significant projects on time, on budget, and within specifications of the business
- Establish reporting and ensure management is informed on the performance of all programs related to deliverables
- Drive performance/management (e.g., estimate development, business requirements, spend prioritization and interdependencies)
- Ensure the business and IT work collaboratively together to ensure the success of projects/programs
- Manage a growing team of leaders and team members as ComplQ grows– helping foster career advancement opportunities for others within the organization and assisting in succession planning, retention, and fostering a culture of support and growth among all team members.
- Be active and influence the industry on processes that benefit the delivery of ComplQ’s product as a whole
- Represent ComplQ – Employer & Individual externally with major customers, brokers, consultants, and government agencies as an industry expert and thought leader

REQUIRED QUALIFICATIONS:

- Bachelor’s degree in Business/Technology or equivalent experience
- 10+ years of progressive experience in the Medical Bill Review industry
- 10+ years of progressive program management experience including ownership of large/complex programs that are cross-functional and/or enterprise in scope
- Applied and successful demonstration of knowledge of risk-based businesses in healthcare settings to improve the business
- Proven understanding of APIs, digital technology, workforce trends in adopting technology
- Demonstrated excellent analytical skills and ability to apply these skills to improve the performance of the business
- Proven people management skills
- Demonstrated ability to recruit and grow executives
- Demonstrated ability to negotiate significant contracts
- Ability to manage deliverables in a highly matrixed environment
- Demonstrated knowledge of the healthcare insurance industry – specifically the workers compensation medical bill review industry and other segments of the cost containment and payment integrity sector
- Proven ability to innovate, gain acceptance, and execute against large projects that return \$100+ Million in benefits
- Excellent verbal and written communication skills.
- Strong analytical and problem-solving skills with a proven ability to improve business processes and practices to reduce costs and increase efficiency.
- Ability to identify and implement best practices and continual performance measurement.
- Excellent organizational skills and attention to detail.
- Proficient with Microsoft Office Suite or related software.
- Proficient with the financial tools required to make estimates, business forecasts, and strategic decisions.
- Must be willing to travel 25% of the time

PREFERRED QUALIFICATION:

- Advanced degree
- 10+ years of progressive experience in the Healthcare industry, preferably in a payment integrity setting
- Prior experience making oral presentations



ABOUT COMPIQ SOLUTIONS

ComplIQ Solutions is a software and full-service provider focusing on the property and casualty medical bill review market. We provide an end-to-end solution for our clients leveraging our proprietary technology and software platforms in the delivery of our solutions and services. We focus our efforts on our three key stakeholders, in this order: 1) Clients; 2) Colleagues; 3) Company.

ComplIQ Solutions provides our full-time team members with the below benefits:

- Fair and Competitive Salary
- Paid Vacation and Sick Time
- Medical, Dental, and Vision Insurance
- Short-Term and Long-Term Disability Options
- Company sponsored Life Insurance
- 401k Plan starting in the first month with 4% company match
- Health Spending Account (HSA) and Flexible Spending Account (FSA) Programs

ComplIQ Solutions is an Equal Employment Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

HOW TO APPLY:

Interested candidates are required to submit an updated cover letter and resume to the ComplIQ Solutions Corporate email box at: ComplQCorp@ComplQsolutions.com