



Operations Implementation Specialist

Do you have strong project management skills and want to improve the health care system in Rhode Island? Faulkner Consulting Group (FCG) is searching for a smart, high energy **Operations Implementation Specialist** to join our consulting team at HealthSource RI, Rhode Island's health insurance exchange. The **Operations Implementation Specialist** will utilize their project management skillset to support the Operations team with meeting management and special projects

The ideal candidate possesses excellent interpersonal, verbal and written communication skills, is highly organized and is experienced in managing multiple projects with competing priorities. Applicants should possess strong project management skills, with knowledge of healthcare insurance or the healthcare industry. In addition, qualified applicants need to be self-motivated and thrive in a fast based environment.

Key Responsibilities

- Provide project management support in the form of meeting agendas, meetings notes and cataloguing and tracking action items.
- Own and maintain Operations team special project list
 - Ensure list remains up to date, adding newly identified items, tracking items to completion and facilitating reprioritization discussions
 - Provide support for each project, moving things forward with different team members and identifying obstacles or risks to timelines
- Assist with process for completing and prioritizing Business Requirements Review for HSRI technology work
- Support HSRI relationship with their Federal Partner, CMS (e.g. weekly meetings, annual programmatic audits).
- Secure system access between vendors
- Provide support for Technical Operations Manager; Functional Operations Manager and the System Design/Training/Documentation Manager

Qualifications

- Bachelor's degree
- 3+ years of related experience
- Excellent interpersonal, verbal and written communication skills
- Excellent organizational and project management skills with experience managing multiple projects with competing priorities
- Proficiency in Microsoft Office
- Commitment to customer service and satisfaction
- Thrive in an ever-changing environment
- Ability to multi-task and prioritize effectively

- Working knowledge of federal/state health insurance policy

Competencies

- Thrives in a fast paced, deadline driven, ever changing environment
- Top-notch organizational skills, with strong attention to detail
- Strong facilitation and communication skills
- Self-motivated, able to work independently
- Proven ability to meet deadlines
- Willingness to learn and expand knowledge
- Ability to confront situations and make appropriate and timely decisions
- Highly developed client/customer service skills
- Team player with the ability to build collaborative relationships across the organization

Faulkner Consulting Group www.faulknerconsultinggroup.com

Faulkner Consulting Group (FCG) is an experienced health policy consulting firm focused on the intersection of public and private programs. FCG has expertise in health care payment and delivery system models, including national and local health policy trends, federal and state health program design and state regulatory policy.

Work Environment

FCG is a virtual company, all work is done at client offices, in a professional office environment. In state travel will be required to various client offices. Due to Covid, all Faulkner employees are currently working virtually from home. We anticipate a return to working fully in-person at our client site in East Providence, fall 2021.

Candidates:

- Check out our website www.faulknerconsultinggroup.com
- Compensation based on experience. We offer competitive health and dental benefits, professional development reimbursement, 401K match, and paid time off.

Faulkner Consulting Group is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, gender, sexual orientation, gender identity or expression, religion, national origin, marital status, age, disability, veteran status, genetic information, or any other protected status.