

## **JOB DESCRIPTION**

Director of MHS Member Programs & Services

### **Reports to:**

MHS President/CEO

### **Summary and Objectives:**

The director will serve as the managing director for the Medical Expense Plan (MEP) and will take the lead in planning and implementing MHS member programs and services. This position will supervise MHS office operations and administrative positions, and will ensure performance and outcome goals are met. With a strategic mindset, flexibility in attitude and approach, and continuous learning philosophy, this role will lead and develop programs and services that add value to MHS member organizations.

### **Responsibilities:**

#### MEP Leadership

- Provides leadership to achieve the goals and objectives of MEP as determined by the Governing Council (GC) to ensure plan sustainability, performance and growth.
- Promote MEP through marketing and sales objectives.
- Ensures communications are coordinated, supports sales plan objectives and meets organizational spending plan.
- Recommends MEP sales strategies based on a strategic plan developed in cooperation with plan administrator, MEP Governing Council and MHS growth strategies.
- Develops and maintains ongoing relationships with MEP members to understand member needs, challenges, goals and objectives.
- Anticipates member concerns and advocates for MEP plan administration goals.
- Monitors monthly financial reports and develops the budget. Reports expenses monthly or quarterly as needed.
- Plans and coordinates MEP meetings for both the GC and Administrative Council (AC). Works with the MEP Board Chair, plan administrator, and GC to ensure meeting agendas reflect MEP priorities. Ensures minutes and record-keeping of all meetings are recorded and maintained.
- Stays current on health care and the health insurance industry.
- Manages, coordinates, and provides documentation as requested to the MEP external auditors and any other external regulatory agencies.
- Arranges for annual MEP audit with plan administrator accounting staff.

## MHS Leadership

- Provides MHS administrative leadership and supervision, and initiates and sets goals for programs according to MHS strategic objectives.
- Develops and maintains ongoing relationships with MHS members to understand member needs, challenges, goals & objectives.
- Responsible for creating, implementing and measuring the effectiveness of communications and public relations programs that will enhance and position MHS, and oversees editorial direction, design, production and distribution of all MHS publications.
- Leads the planning and production of Mennonite Health Assembly.
- Serves on the Values Based Leadership Program Steering Committee and takes the lead role in planning and coordination of the program. Serves as a presenter as requested.
- Supports and promotes MHS Consulting. Regularly collaborates and communicates with the Managing Director.
- Provides consulting services depending on client or member needs, depending on operational needs and priorities.
- In all planning and program management sets goals from start to completion with timelines and deadlines.
- With the CFO, supports the development and monitoring of program budgets. Evaluates and discerns strategies to monitor performance, outcomes and other benchmarks to determine the need for improvement.
- Discover ways to enhance efficiency and productivity of work flow and services rendered.
- Applies change, risk and resource management principles when needed.
- Ensures program operations and activities adhere to legal guidelines and internal policies.
- Keeps others informed with detailed and accurate and timely communications and reports.
- Prepares reports and presentations for the MHS Board of Directors.
- Represents MHS in various church relationships, with a variety of boards, committee, and task forces as determined.
- Other duties and responsibilities as assigned.

## **Job Requirements:**

- Understands and agrees to model and foster Anabaptist values, demonstrating a commitment to Christian faith principles
- Bachelor's degree in business, management, marketing, communications or a relevant field; MBA/MA is a plus
- Proven experience as a program director or other managerial position. Experience in business development and the ability to identify, develop, and follow up on leads.

- Knowledge and experience with health insurance programs. Understands insurance concepts and plan designs, and the related decision-making required from an organization and management perspective.
- Strong planning and organizational skills. Excellent organizational and leadership skills.
- Has proven capacity to lead and consult with others
- Thorough understanding of project/program management techniques and methods
- Excellent knowledge of performance evaluation techniques and key metrics
- Outstanding knowledge of data analysis, reporting and budgeting
- Working knowledge of Office 365 and other program management software
- A business acumen with a strategic thinking and vision
- An analytical mindset with great problem-solving abilities; results oriented
- Excellent communication skills; both written and verbal

#### **Position Type and Expected Hours of Work:**

- This is a full-time exempt position.
- Typical hours of work are Monday through Friday, 8:30 a.m. to 5 p.m.
- Occasional evening and weekend work may be required as job duties demand.
- This position requires frequent travel nationally. Travel will require frequent overnight stays.

#### **Work Environment**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee typically works in a climate-controlled environment and is occasionally exposed to inclement outdoor weather conditions. The noise level in the work environment is usually moderate.

#### **Physical Demands**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Seeing: Specific vision abilities required by this job include close vision, color vision,

peripheral vision, depth perception, and ability to adjust focus.

- Hearing: Must be able to hear well enough to communicate with others.
- Dexterity: Must be able to write, use a telephone, and a keyboard.
- Strength: Must be able to bend, stoop, and lift no more than 20 pounds. This position requires the completion of mostly sedentary work.
- Body Mechanics: The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand; walk, stoop, kneel, and crouch.

**This job description is not intended to provide an all-inclusive listing of related job activities. Incumbent may be requested by management to perform other related activities in place of or in addition to those representative activities noted in this job description. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.**



I have read this job description and fully understand the duties of the above position which I have applied and been selected.

---

Employee's Signature Date

---

Approval Signature Date