



## Center for Improving Value in Health Care (CIVHC)

### JOB DESCRIPTION

**Position Title:** Director of Data Operations  
**Reports To:** Vice President for Data and Delivery  
**Job Classification:** Exempt, Full-time

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The Center for Improving Value in Health Care is a nonprofit organization committed to identifying and advancing initiatives in Colorado that enhance consumers' health care experiences, contain costs and improve the health of Coloradans by creating an efficient, high quality and transparent health care system.

The Director of Data Operations (DDO), a key position within the Data and Delivery team and is responsible for several core functions related to the ongoing operation and management of the Colorado All Payer Claims Database (CO APCD).

- **Data Warehouse Management and Quality Control:** This position is responsible for ensuring that data in the Colorado APCD is highly accurate, of consistently high quality and capable of supporting a variety of both internal and external stakeholder use cases. The DDO will implement tools and processes to ensure the accuracy and quality of data in the APCD throughout its lifecycle; from submission by payers to promotion to the production data warehouse. The DDO will also play a key role in efforts to ensure that data extracts and other information products generated based on the APCD are of consistently high quality and satisfy stakeholder needs.
- **Vendor and IT Contract and Relationship Management:** The DDO is also responsible for managing relationships and service contracts with external data warehouse management and analytic services vendors.
- **Outside Stakeholders/Customers:** The DDO also manages relationships with outside stakeholders receiving data extracts and other information products based on the CO APCD to ensure delivery of accurate, actionable information and high levels of customer satisfaction.

The DDO is an energetic individual with advanced analytic and database management skills as well as strong client facing skills working as an integral part of CIVHC. The ideal candidate will demonstrate a passion for ensuring data quality and be comfortable managing relationships with external stakeholders who receive data sets and other information products based on the APCD. The DDO is able to direct the execution of complex claims data analyses and translate findings into actionable information for stakeholders to identify specific opportunities to effect meaningful health care system change. The DDO has demonstrated ability to take complex technical analytical work products and present results in a user friendly way to audiences with varying levels of analytical expertise.

This role (within the Data and Delivery team) will collaborate closely with the Business Development and Research and Innovation teams.

#### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Serve as the CIVHC champion for CO APCD data management and data quality excellence.
- Work with vendors, staff and stakeholders to identify best practices to ensure claims data in the CO APCD is complete, accurate, of high quality and capable of satisfying a variety of existing and innovative use cases.
- Collaborate with leaders across CIVHC and partner organizations to assess and improve current operations and identify new opportunities for CIVHC that help to satisfy stakeholder needs.
- Identify opportunities to develop new data management and analytics capabilities to better serve our stakeholders and build value for CIVHC.
- Recruit, supervise, coach, and mentor members of the Data and Delivery team and ensure organizational goals and objectives are satisfied in a timely and efficient manner.
- Oversee data warehouse operations and manage outside vendor relationships and contracts. Monitor vendor performance and ensure deliverables are satisfied with high quality and on time.

- Participate in Business Development and Research and Innovation team meetings as needed.
- Keep abreast of industry trends; understand the needs and challenges of healthcare stakeholders

**Other Duties:**

- Other duties as assigned by the VP of Data and Delivery and CIVHC management.
- Adheres to the Employee Code of Ethical Conduct.

**QUALIFICATIONS:**

**Education:**

- Bachelor's degree in Computer Science, Mathematics, Statistics, Management Engineering, Public Health or related fields is required. Preference will be given to candidates with a degree in a quantitative discipline or data management.
- Master's degree preferred.

**Experience:**

- Minimum 10 years' experience with claims data analysis and reporting of health care costs and utilization
- Minimum 5 years' experience in an analytics and database management role responsible for coordinating the activities of a team of highly skilled data analysts
- Minimum 5 years' experience managing contracts with database management and analytic services vendors
- Experience working with large claims data sets to support a wide variety of stakeholder needs and use cases
- Experience identifying and implementing claims or other data warehouse management best practices
- An understanding of health policy and ability to analyze trends from the perspective of multiple stakeholders
- Demonstrated experience working within an enterprise data warehouse environment or Big Data architecture (Google Big Query, SAS, E-Miner, R, SQL, STATA, etc.)
- Advanced data mining and modeling skills (e.g., regression, segmentation, machine learning) is desired

**Skills and Abilities:**

- Strong project and staff management, data warehouse management, contract management, customer service and process improvement skills
- Ability to manage a team of highly skilled analysts to drive process improvement.
- Strong verbal and written communication skills as evidenced by written reports/proposals and presentations
- A charismatic, engaging personality and ability to interact with senior/executive level client contacts
- Ability to analyze large and complex claims data sets and present results which provides actionable insights for customers
- Proven leadership skills both situational & broad spectrum and ability to motivate and generate enthusiasm across all levels of the organization
- Demonstrated ability to oversee and supervise the analytic work of a team of highly skilled claims data analysts.

**PHYSICAL REQUIREMENTS:**

- Ability to work at a computer for extended periods
- Ability to travel to and from meetings and appointments

CIVHC is an Equal Opportunity Employer.

**Limitations and Disclaimer:**

The above job description is meant to describe the general nature and level of work being performed: it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for this position.

**Application Instructions:**

Interested candidates may submit cover letters and resumes to [careers@civhc.org](mailto:careers@civhc.org). Please include the job title and your name in the email subject line. Applicants will not be contacted unless selected for an interview.