MANAGER OF MEMBER SERVICES
Monthly Salary Range $5,895 - $7,165

THE POSITION

The Contra Costa County Health Services Department is recruiting individuals to fill a Manager of Member Services position located at the Contra Costa Health Plan in Martinez, CA.

The successful candidate will plan, coordinate, and manage the operational components of the member grievance and appeal process; implement new legislation regulations pertaining to member services; provide day-to-day work direction, management and supervision to the Member Services unit and staff; conduct quarterly internal audits to assure complaints meet strict regulatory guidelines; develop and implement all activities involved in the member retention program; submit monthly, quarterly, and annual reports as required by the State Department of Health Services; implement staff development; facilitate the resolution of complex member inquiries, complaints grievances, and appeals including formal investigations and, if necessary, referral to a third party; and perform complex administrative work for the Member Services units of the Contra Costa Health Plan (CCHP).

The eligible list established from this recruitment may remain in effect for six (6) months.

MINIMUM QUALIFICATIONS

Education: Possession of a Bachelor’s degree from an accredited college or university with a major in Business Administration, Public Administration, Marketing or a closely related field.

Experience: Three (3) years of full-time or its equivalent administrative experience in a health care/health insurance setting with responsibility for member services, marketing, public relations, provider relations or another major program area. One (1) year of the required experience must have been as a supervisor and/or lead.

Substitution for Experience: Possession of a Master’s degree from an accredited college or university with a major in Business Administration, Public Administration, Marketing, or a closely related field may be substituted for one year of experience.

Substitution for Education: (1) One additional year or qualifying experience may be substituted for the required academic major. (2) Associate’s degree and two additional years of qualifying experience may be substituted for the required education on a year for year basis up to a maximum of two (2) years.

OTHER REQUIREMENTS: Prior to employment, a background investigation/fingerprint exam will be conducted on all candidates.

SELECTION PROCESS

1. Application Filing: Applicants are encouraged to apply on-line at www.cccounty.us/hr, or, a completed Contra Costa County must be received or postmarked by the final filing date listed above. Faxed applications WILL NOT be accepted. Resumes may not be substituted for the official County application. An application may be obtained by visiting our office at 1320 Arnold Drive, Suite 261, Martinez, CA 94553 or the County application can be mailed to you by sending a self-addressed stamped envelope to the above address. Please see additional locations to apply on the reverse side of this announcement.

2. Application Evaluation: Depending on the number of applications received, an Application Evaluation Board may be convened to evaluate and select the best-qualified candidates for invitation to the next phase of the examination.

3. Oral Interview: An oral interview will be conducted by a Qualifications Appraisal Board in Martinez, CA. The Board will evaluate candidates in job-related areas. Candidates must receive a rating of at least 70 from a majority of the Board members to be ranked on the employment list. (Weighted 100%)

The Human Resources Department may change the examination steps noted above in accordance with the Personnel Management Regulations and accepted selection practices.

OPEN ONLY: 11/18/2013 - KC

Exam Number: VRWA-2013A
CONTRA COSTA COUNTY

SALARY - The starting salary is the first rate shown on the announcement. Advancement to the higher steps of the salary level is in accordance with Salary Resolutions of the Board of Supervisors.

WAGE AND HOURS - Five days, 40 hours per week are the basic hours of employment. Time and one-half is paid for overtime for eligible employees and certain job classifications receive a 5% differential per hour for shift work.

EMPLOYEE BENEFITS

INSURANCE – Eligible employees may select health and/or dental plans which include Health Maintenance Organization (HMO) and Preferred Provider Organization (PPO) options for employees and dependents. A term life insurance policy is included with any health and/or dental plan enrollment.

AGENCY SHOP REQUIREMENTS – Some job classifications are in collective bargaining units, the employees of which are required to join a union or pay an equivalent service fee.

RETIREMENT AND DEFERRED COMPENSATION - The County retirement program includes the benefits under the County Employees Retirement Law of 1937 and Social Security. A deferred compensation plan is available at the employee’s option.

EMPLOYEE WELLNESS – The Employee Wellness Program is a countywide health promotion program designed to support and promote the health and well being of County employees. Programs include: quarterly Wellness Program newsletters, health screenings and assessments such as blood pressure and body composition analysis, health fairs, voluntary quarterly blood drives, fitness and wellness challenges, and special classes and seminars on a variety of health topics.

CREDIT UNION - Offers systematic savings and loans at low interest.

DRUG/SMOKE FREE WORKPLACE - Contra Costa County is a smoke-free workplace. It is also an objective of Contra Costa County to achieve a drug-free County workplace. Any applicant for County employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the laws of the State, the rules governing County employment and the special trust placed in its employees.