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| Approved Classification | |
| Effective Date | |
| Analyst | |
| FLSA Status | |

OFFICE OF STATE PERSONNEL POSITION DESCRIPTION FORM

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| Name of Employee TBD | Present University or Beacon Position Number / Proposed Number 65041738 |
| Present Classification Title / Salary Grade or Banded Level Exempt – Flat Rate | Proposed Classification Title / Salary Grade or Banded Level Program Manager, Exempt |
| Usual Working Title of Position Project Manager, Health Plan Operations | Department, University, Agency or Commission Department of State Treasurer |
| Institution / Division State Health Plan | Section / Unit Plan Operations |
| Street Address, City and County 3200 Atlantic Ave. Raleigh, NC 27603 | Location of Workplace, Building and Room Number Longleaf, 2nd Floor |
| Name of Immediate Supervisor Caroline Smart | Supervisor's Position Title and Number Deputy Executive Administrator |
| Work Schedule (<i>i.e. Monday-Friday, rotating shifts, etc.</i>) M-F | Work Hours (<i>i.e. 8:00 am-5:00 pm, etc.</i>) 8:00 am – 5:00 pm |
| Primary Purpose of the Organizational Unit The North Carolina State Health Plan (Plan) for Teachers and State Employees, a division of the Department of State Treasurer (DST), provides health care coverage to more than 740,000 teachers and local school personnel, state employees, retirees, current and former lawmakers, state university and community college faculty and staff, and their dependents. The Plan's Operations Teams focuses on project implementation and program management ensuring that all processes are documented and programs are measurable. The team routinely monitors data anomalies and serves as the primary subject matter experts on networks operations/provider maintenance, enrollment, billing, claims, and the associated EDI. | |
| Primary Purpose of the Position Under general direction of the Team's director, this position will track and report on all projects underway at the Plan. Additionally, this position will serve in a program management roll for network operations as well as the project manager for assigned contract and program implementations ensuring initiatives are implemented on time, on budget and as designed. This position should have experience with health plan operations data management. This position will play a critical role in ensuring that the State Health Plan's mission, vision and core values are reflected across all its products for the benefit of members and key stakeholders. | |

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|--|--|------------------------------|------|
| Changes in Responsibilities and/or Organizational Relationship Since the Position Was Last Classified | | | |
| None | | | |
| % | Description of Work Describe in detail the major functions of this position as well as the duties and responsibilities required for each of those functions. In the small left-hand column, indicate the percentage of time the employee spends in each functional element. The percentage amounts should add up to 100%. In addition, please place an asterisk (*) next to each essential duty/function as defined by the Americans with Disabilities Act. | | |
| 10% | This position will track and report on all Plan initiatives and projects. | | |
| 35% | This position provides program management for the Plan's network operations which include provider maintenance and data management expertise. | | |
| 40% | The position will serve as the project manager for new contract implementations and ongoing projects. As part of this work, this position will work with other Plan staff to develop BRDs, Implementation Plans and other contract documents; therefore, this position will need to have both project management and healthcare operations, EDI, enrollment and health plan data integration experience. | | |
| 5% | This position will manage the project coordinator(s). | | |
| 5% | This position will assist with project tracking, as needed. | | |
| 5% | Other duties, as assigned. | | |
| Competencies, Knowledge, Skills and Abilities Required in this Position | | | |
| Ability to work with large data sets and produce operational reports. | | | |
| Strong project management skills with the ability to track and work on multiple projects simultaneously. Excellent written and oral skills. Excellent "people skills"; ability to work well with others at all levels of state government, DST and the Plan. Ability to communicate well within a fast-paced team. | | | |
| Experience with various Microsoft applications and SmartSheets | | | |
| Management preference: Minimum of five years of progressive experience in program and/or technical project management with a heavy emphasis on health plan and network operations data. | | | |
| Education and Experience Required What educational background is needed to perform these duties and responsibilities? What kind of work experience is needed? | | | |
| 4-year college degree or comparable combination of education and work experience. | | | |
| PMP Certification or Master's degree preferred. | | | |
| License or Certification Required by Statute or Regulation: Is a license or certificate required? What kind and type? | | | |
| N/A | | | |
| Employee's Signature/Title | Date | Supervisor's Signature/Title | Date |
| | | | |

**Supplemental Information to Assist Organizations
In their Compliance with the Americans with Disabilities Act (ADA)**

**CHECKLIST FOR
PHYSICAL ACTIVITIES AND REQUIREMENTS, VISUAL ACUITY, AND
WORKING CONDITIONS OF THE POSITION**

1. The physical activity of this position:

A. Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.

B. Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.

C. Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.

D. Kneeling: Bending legs at knee to come to a rest on knee or knees.

E. Crouching: Bending the body downward and forward by bending legs and spine.

F. Crawling: Moving about on hands and knees or hands and feet.

G. Reaching: Extending hand(s) and arm(s) in any direction.

H. Standing: Particularly for sustained periods of time.

I. Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

J. Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.

K. Pulling: Using upper extremities to exert force in order to drag, haul, or tug objects in a sustained motion.

L. Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.

M. Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.

N. Grasping: Applying pressure to an object with the fingers and palm.

O. Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of the fingertips.

P. Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly or quickly.

Q. Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive

detailed information through oral communication, and to make fine discriminations in sound.

R. Repetitive motions: Substantial movements (motions) of the wrists, hands, and/or fingers.

S. Smelling:

2. The physical requirements of this position:

A. Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

B. Light work: Exerting up to 20 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

C. Medium work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

D. Heavy work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

E. Very heavy work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently and/or in excess of 10 pounds of force constantly to move objects.

3. The visual acuity requirements including color, depth perception, and field of vision:

A. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures, transcribing; viewing a computer terminal; extensive reading; visual inspections involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.

B. The worker is required to have visual acuity to perform an activity such as: operated machines such as lathes, drill presses, power saws and mills where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc.

C. The worker is required to have visual acuity to operate motor vehicles or heavy equipments.

D. The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, food services, general laborer, etc.) Or to make general observations of facilities or structures (i.e., security guard, inspection, etc.).

4. The conditions the worker will be subject to in this position:

A. The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes.

B. The worker is subject to outside environmental conditions: No effective protection from weather.

C. The worker is subject to both environmental conditions: Activities occur inside and outside.

D. The worker is subject to extreme cold: Temperatures typically below 12 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions such as wind and humidity.

E. The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions such as wind and humidity.

F. The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the

noise level.

G. The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.

H. The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.

I. The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system of the skin: Fumes, odors, dusts, mists, gases or poor ventilation.

J. The worker is subject to oils: There is air and/or skin exposure to oils and other cutting fluids.

K. The worker is required to wear respirator.

L. The worker is frequently in close quarters, crawl space, shafts, manholes, small, enclosed rooms, small sewage and water line pipes, and other areas which could cause claustrophobia.

M. The worker is required to function in narrow aisles or passageways.

N. The worker is exposed to infectious diseases.

O. The worker is required to function around prisoners or mental patients.

P. None: The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).

Q. The worker is exposed to bloodborne pathogens.

R. Cognitive/Mental Capabilities:

- Comprehension:
- Organization:
- Decision Making:
- Communication:

Immediate Supervisor's Signature / Date

Employee's Signature / Date

Section or Division Manager's Signature / Date

ESSENTIAL JOB FUNCTIONS

Title:

I have read, understand and can perform the essential functions of this job with or without an accommodation.

(Applicant)

(Date)