

CHIEF OPERATING OFFICER

SAN FRANCISCO
HEALTH SERVICE SYSTEM

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HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being



BERKELEY SEARCH
CONSULTANTS



THE OPPORTUNITY



The Department

The San Francisco Health Service System (SFHSS) is dedicated to preserving and improving sustainable and quality health benefits, and to enhancing the whole-person health and well-being of our members. The Social Determinants of Health (SDOH) and [racial equity](#) are important lenses through which we address whole person health and well-being for our staff and membership in alignment with our [strategic plan](#) and [annual plan](#).

Today we serve over 130,000 employees, retirees, and their covered dependents, providing health benefits (including medical, dental, and vision.) SFHSS also offers group-term life, short-term disability, accident, critical illness, and other voluntary benefit insurance options. The department is comprised of six divisions: Administration, Communications, Enterprise Systems and Analytics (ESA), Finance & Contracts, Member Services, and Well-Being.

The Position

The Chief Operating Officer (COO) of the SFHSS reports to the Executive Director and works closely with the Chief Financial Officer (CFO.) This position is responsible for the administration of all aspects of the day-to-day operations of the Health Service System as well as assisting in the long-range planning and implementation of best-in-class benefits and benefits administration.

The COO is responsible for ensuring compliance with all local, state, and national laws, regulations, and rules (including the Internal Revenue Code (IRC) section 125 regulations, the Health Insurance Portability and Accountability Act (HIPAA), the Patient Protection and Affordable Care Act (PPACA aka ACA), and the Consolidated Omnibus Budget Reconciliation Act (COBRA).

The COO oversees the department's Member Services Division and its Call Center, the Communications Division, and the Information Technology (IT) infrastructure. At the direction of the Executive Director, acts as liaison with other key San Francisco City and County departments: Department of Human Resource, Controllers Office, Department of Technology, Payroll Division, and others. The COO also provides leadership with the other three additional employers who participate in SFHSS benefits: the San Francisco Unified School District, the San Francisco Superior Court, and the San Francisco Community College District. Reporting directly to the COO is the Enterprise, Systems and Analytics Director, the Communications Director, the Operations Executive Assistant, and the Member Services Manager.

DUTIES & RESPONSIBILITIES

For more a detailed capture, please refer to the job description. The duties and responsibilities of the COO include, but are not limited to:

Executive Duties

The COO works as an executive team member with the ED and CFO to ensure the smooth functioning of the Department. Provide executive insight to and participate in [strategic planning](#), [racial equity action](#), and [annual report](#) planning and be accountable to the relevant aspects of the implementation of these plans. Work as a member of the Executive Team in the development and monitoring of departmental budgets and ensure that reliable operational and system outcomes and metrics are tied to specific funding options. Work with the CFO and Vendor Contracts Manager on the operational aspects of vendor selection, service delivery goals, contract terms, performance guarantees, and evaluation.

Member Services

Administer all employee and retiree benefit programs offered by SFHSS including medical, dental, vision, flexible spending accounts, group life, and disability insurance, and other voluntary benefits. Monitor and assess the effectiveness of operations and recommend potential policy, budget, system, or other changes to continuously improve operations. Assist Members Services Manager and team to ensure delivery of accurate service with a high level of customer satisfaction, ensuring that all member communication is clear and appropriately documented. Respond to member appeals and compile materials for cases that need to be decided by the Director or the Health Service Board.

Marketing and Communication

Oversee the development and implementation of a comprehensive SFHSS Communications plan to ensure the accuracy, clarity, and consistency of the contents of all communications with the members and stakeholders. Ensure any annual changes to the SFHSS Benefit Programs and/or vendors are clearly addressed throughout the Open Enrollment process and any periodic changes are communicated in a timely manner.

Enterprise System & Analytics (ESA) Related Duties

Develop and update functional business requirements and specifications for HRIS and other information systems utilized by SFHSS and oversee the implementation and integration of such requirements into new or existing systems with a focus on electronic enrollment and record storage. Oversee the build and upgrades with the high-quality vendor, employer, and other system interfaces and ensure that sound operational practices are in place to provide seamless and high-quality service to SFHSS members, as well as financial transparency for financial reporting and projection purposes.

QUALIFICATIONS

Minimum Qualifications

- Possession of a Bachelor's degree from an accredited college or university in business administration, human resources, or related field and
- Five (5) or more years of managerial experience in health benefits administration and analysis all of which must include supervision.

Desirable Qualifications

- Strong analytic and systems thinking and ability to coordinate and manage complex cross-functional projects given multiple competing priorities and/or perspectives
- Experience and ability to work effectively as a team member in high-pressure situations that require sound decision-making and may involve confidential or sensitive matters
- Experience in a call center environment
- Experience with and knowledge of major benefit programs and applicable laws and regulations, such as COBRA, HIPAA, and Medicare
- Experience with Human Resource information/payroll systems HRIS programs and Microsoft office suite
- Facilitative leadership skills, change management leadership skills, employee motivation skills along with excellent interpersonal skills, including the ability to communicate with a highly diverse range of coworkers and stakeholders
- Business planning and project management experience
- Ability to simultaneously develop hands-on-mastery while focusing on big-picture solutions and improvements
- Professional certification such as CEBS desired

NEXT STEPS

HOW TO APPLY

This position is classified as "continuous" and will remain open for applications until the selection of the final candidate is made. However, candidates must apply by February 4, 2022 for first consideration. If a selection is made during first consideration, applications submitted after February 4, 2022 will not be considered. Electronic submittals to SF-HSS-COO@berkeleysearch.com are strongly preferred and should include the following: Cover Letter and Comprehensive Resume.

Confidential inquiries, referrals and questions regarding this career opportunity should be directed to Julia Morse at Berkeley Search Consultants jmorse@berkeleysearch.com.

CONDITION OF EMPLOYMENT: All City and County of San Francisco employees are required to be vaccinated against COVID-19 as a condition of employment.

The City and County of San Francisco encourages women, minorities and persons with disabilities to apply. Applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.

More information on working at the City and County of San Francisco can be found here: <https://sfdhr.org/>

COMPENSATION & BENEFITS

The normal annual salary range A is **\$167,102 - \$213,278**. Appointments above the maximum of the normal range may be considered based on documented and substantiated recruitment and retention issues or exceptional skills. A special approval process is necessary for appointment above the normal salary range.

In addition to competitive salaries, the City offers flexible benefit plans with pretax elections which include medical and dental insurance; Retirement Plan; Deferred Compensation Plan; Social Security; Long-term Disability Plan; Life Insurance; paid Management Training program; 12 paid holidays per year; 5 floating holidays; 10-20 vacation days per year, depending on years of service; and 5 days of paid management leave per year.