The Foundation for Advanced Education in the Sciences (FAES), Inc., is an entrepreneurial non-profit organization, located at the National Institutes of Health in Bethesda, Maryland, which conducts advanced educational programs and activities to promote the productivity and attractiveness of professional life on the NIH campuses. FAES programs complement the work of NIH in accomplishing its mission of research and training in the biomedical sciences and FAES seeks to continue to create and sustain cutting-edge programming in all operational areas. We provide full-service event and conference management services as well as limited housing for members of the NIH community and affiliated organizations.

**Job Description**

The Insurance Program Director is responsible for the oversight of the FAES health and welfare benefits program responsible for over 6,000 lives and over $35M in revenue. This position leads all aspects of program design and administration supporting a diverse population within the National Institutes of Health located in multiple U.S. locations. Serving on the senior management team, the Director must ensure regulatory compliance of all programs, manage a team of program administration staff members who will support day-to-day operations and customer service, ensure exceptional customer service levels are provided on a daily basis, lead program education and orientations with some travel required, and keep program staff and management abreast of industry and technological trends and government regulations.

The Director is responsible for establishing and maintaining close partnerships with vendors and business partners and providing guidance and disseminating related information to customers and stakeholders of the FAES benefit structure including; major medical health plan, voluntary dental and vision coverage/discount plans, and other benefit resources made available to the NIH Trainee population as part of our partnership with the National Institutes of Health. This position requires the highest level of trust, confidentiality, and due diligence in all processing and handling of Personally Identifiable Information (PII) and Personal Health Information (PHI). All customer and process information are to be considered confidential and propriety and held in the strictest confidence.

**Responsibilities:**

- Design and implement benefit programs, policies, and administrative procedures that are market competitive, cost effective, legally compliant, and meet the evolving needs of our constituents within the framework of a partially funded self-insured model.
- Oversee administration of health and welfare benefit programs for NIH trainees. This will include detailed creation and coordination of the Health and Welfare Benefits Plan (Benefit Booklet), the Summary of Benefits and Coverage (SBC) and the Benefits Guide to insure a seamless flow of complete and accurate information.
- Develop and manage effective working relationships with benefit program vendors (insurance broker, TPA, stop-loss carrier, PBM, etc.) and advisors to support effective governance and administration, including vendor payment and reconciliation processes.
• Collaborate effectively with key stakeholders and advisors in management, legal, accounting and human resources to ensure benefit programs and processes are compliant, cost effective and operationally efficient.
• Develop annual departmental operating budget, monitor monthly revenue and expenditures, and provide quarterly projection and operating reports in collaboration with the Controller and the Business Services Director to the CEO.
• Serve as staff support role on the Health Insurance Committee that reports to the Board of Directors annually; efforts include drafting reports, taking meeting minutes, recording votes, and other tasks as required.
• Develop operating plans, setting and achieving departmental objectives and achieve both financial and operating targets.
• Develop and utilize surveys and analytics towards the maintenance of a strong customer service environment.
• Establish and lead the Health Plan Improvement Team, a cross functional working group focused on continuous improvement for the health plan and employee wellness.
• Maintain compliance with all benefits legislation, implementing new processes and procedures as needed.
• Manage the annual regulatory filing process in collaboration with accounting department and external auditors.
• Define and deliver highly effective benefit program communication, including benefits open enrollment, program launches, website content and distribution of required internal and external notices.
• Serve as primary resource for insurance information technology functions and database systems; train, troubleshoot, ensure systems are functioning efficiently and effectively maintaining the integrity and accuracy of subscriber data management, work with system developers as needed, and work to maintain data security.
• Analyze the data qualitatively and quantitatively (using proprietary TPA and broker systems, e.g. Springbuk, Deerwalk) in order to document, prepare reports to management, and make recommendations to improve operations and benefit plans.
• Oversee records maintenance, inventories, and vendor selection for all electronic and hard copy records in compliance with applicable retention and privacy laws.
• Perform other duties as required.

Qualifications:
• Experience managing an insurance program.
• More than five years of experience leading a benefit team in a complex business environment, preferably a health system.
• Bachelors’ Degree required; master's preferred. CEBS certification is a plus. JD with ERISA experience preferred.
• Expertise in both health and welfare plan design and administration.
• Thorough understanding of all benefit program regulatory requirements.
• Influencing skills and demonstrated capability to drive strategic change.
• Planning, organizational, consulting and problem-solving skills.
• Ability to work effectively in a diverse environment handling sensitive health information with the highest of care and lead others in the department to do the same.
• Ability to manage multiple critical, time-sensitive projects simultaneously.
• Ability to exercise good judgment and expertly handle confidential information.
• Capability to work collaboratively in a fast-paced environment.
• Excellent written and verbal communication skills, including interpersonal and executive presentation skills.
• Team leadership and development experience.
• Proficiency with Microsoft Office products, including Word, Excel and PowerPoint.
• Must be able to pass a NIH background check to be employed at FAES.

Physical Activity Requirements:
• Must possess mobility to work in an office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry boxes weighing up to ten (10) pounds, and be seated for extended periods.

FAES is an equal opportunity employer.

Compensation package offers generous benefits to include health insurance coverage paid by FAES, tuition remission, and leave and holiday benefits.

Interested and qualified candidates are to send their resumes and cover letters to FAES Human Resources at: promm@gsteammail.com.