



Director, Member Relations and Purchaser Services Pacific Business Group on Health

The Organization

The Pacific Business Group on Health (PBGH) is an energetic, fast-moving, non-profit organization whose mission is to improve the quality of health care while moderating costs. We are a dedicated group of innovative thinkers who are committed to excellence, appreciate and foster a sense of humor and embrace change and team play as essential to success. We care about the work we do and the difference that we make. This is your chance to make a difference too.

Position Description

PBGH works to ensure its Member organizations and strategic projects are aligned to meet its vision and goals for the ideal health care system of 2015. The Director of Member Relations and Purchaser Services is an integral part this effort, creating and managing a strategic plan to recruit (and retain) PBGH Members, a vibrant mix of influential large employers and health care purchasers. The Director of Member Relations and Purchaser Services advises on strategic opportunities and addresses the day-to-day needs and concerns of PBGH Members who range from Fortune 500 companies to large university systems.

The position requires a combination of strategic planning, marketing and basic operational and management skills, as the position also oversees the Purchaser Services team which provides a mix of services and program opportunities to PBGH Members. The right candidate will demonstrate a deep understanding of the complexities and emerging trends in the health care system and will be: at ease discussing benefits offerings and health care strategy with senior level staff of large corporations; adept at giving public presentations about the benefits of PBGH membership; experienced at developing and implementing strategic plans with targets for member recruitment; comfortable overseeing a small, flexible staff to achieve programmatic and operational objectives; and comfortable working in a small organization with limited administrative staff and resources. The Director works in conjunction with all staff and reports to the Chief Executive Officer. **The position is full-time and is based at PBGH's offices in San Francisco, CA.**

Primary Responsibilities:

- Working with the CEO, develop and implement a plan to identify and achieve the ideal PBGH membership for 2015.
- Actively recruit the right mix of large organizations to become PBGH Members, including giving public presentations to a wide variety of audiences throughout the country.
- Develop and implement a long-term strategic plan for Member engagement in PBGH; develop (and achieve) goals and metrics.
- Participate in the development of products and services that anticipate and respond to Member needs and health care issues.
- Organize and drive strategies for PBGH board meetings, board committee meetings, and special meetings as needed.
- Organize purchaser Members to identify and communicate common needs to health plans, health care providers, and other business partners.
- Identify key leverage points between purchasers and PBGH programs and projects, working closely with PBGH peers.
- Facilitate Member champions of PBGH key strategy areas.

- Participate in the management of and communication about membership services and all aspects of PBGH programs.
- Develop and maintain a complete and accurate database for existing Members, prospects and Member participation rates in provided services.
- Respond to Member requests for information in a timely manner and work directly with Members to answer questions regarding general inquiries, purchaser services and resources.

Qualifications:

- Bachelor's Degree or equivalent work experience required.
- Minimum 10 years health industry and/or insurance experience.
- Minimum 5 years health benefits management experience with a large (>10,000 employees) purchaser.
- In depth comprehension of health care system functions, including how benefit plans interact with and impact the delivery system.
- Familiarity with major employer health care coalitions, including NBGH and NBCH.
- Strong interpersonal skills – ability to effectively interact with colleagues and purchasers.
- Knowledge of Microsoft programs including Word, Outlook, Excel, and PowerPoint and a willingness to learn Salesforce to manage data and contacts.

Desired Skills:

- Individual should possess extensive experience developing and implementing business plans focused on growth targets.
- Individual should possess excellent written and verbal communication skills, including the ability to give effective public presentations to senior level audiences.
- Individual should have extensive outreach and marketing experience, preferably in a corporate environment.
- Individual should have a strong work ethic and the ability to work in a fast-paced environment.
- Individual should be a motivated self-starter, able to work independently and proactively on tasks and assignments.
- Individual should have excellent communications skills and an ability to work closely with PBGH peers to meet the needs and requests of Members in a timely fashion.
- Individual should be comfortable performing basic administrative tasks, such as scheduling meetings and conference calls, as PBGH's administrative staff is small.

It is not intended that the above listed duties reflect every job duty, responsibility or task that the employee may be called upon to perform. The employee is expected to perform all job related duties and tasks assigned by his/her supervising manager or other authorized manager.

To apply, please send a cover letter and resume to jobs@pbgh.org.