



## State of New Jersey

DEPARTMENT OF BANKING AND INSURANCE  
OFFICE OF HUMAN RESOURCES

PHIL MURPHY  
*Governor*

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*Commissioner*

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*Lt. Governor*

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*Assistant Commissioner*

## NOTICE OF VACANCY

### STATE-WIDE – OPEN TO THE PUBLIC REPOST

<b>POSTING NO.:</b> BIA-2020-053	<b>OPENING DATE:</b> October 8, 2020
<b>TITLE:</b> Deputy Director/Consumer Experience & Policy	<b>CLOSING DATE:</b> October 30, 2020
<b>UNIT:</b> New Jersey State-Based Healthcare Exchange	<b>LOCATION:</b> Trenton, NJ
<b>SALARY:</b> Commensurate with education and experience.	
<b>OPEN TO:</b> Candidates who meet the requirements specified below, subject to current promotional and hiring restrictions.	

### **BACKGROUND**

In June 2019, Governor Phil Murphy signed legislation to establish a State-based Health Exchange for New Jersey. This legislation was passed with the aim of increasing insurance rates, lowering insurance premiums, and expanding residents' access to affordable, quality care.

In November, the Department of Banking & Insurance (DOBI) solicited and procured a Health Exchange technology platform. The Commissioner is now assembling a diverse team to implement and operate the State-based Exchange starting with the 2021 Open Enrollment Period. The SBE team will function at the intersection of healthcare, policy, data, and government – with the consumer experience led by the Deputy Director for Community Experience and Policy.

### **RESPONSIBILITIES**

The Department of Banking and Insurance seeks a qualified candidate to serve as the Deputy Director for Consumer Experience and Policy for the New Jersey State-Based Healthcare Exchange. This position works alongside the Exchange Director to develop and manage the strategy, policy, and operations for the end-to-end consumer experience including the call center, consumer outreach plan, local outreach engagement (agents/brokers, Navigators, assisters), internal complex case operations, consumer communication and messaging (such as emails and notices), and coordination with carrier operational support. Responsibilities include:

- Directly responsible for managing the Consumer Experience team, fostering a culture of innovation, accountability and transparency.
- Responsible for ensuring a consistent experience across a variety of consumer-facing operations, including the Call Center and external enrollment assisters such as Navigators, assisters, and agents/brokers.
- Develop short- and long-term strategies that focus on a highly positive consumer experience with clear processes and policies around eligibility and enrollment.
- Provide direct oversight of the call center vendor, including budget, performance metrics, and contract compliance; and identify strategies to promote cost-efficiencies.
- Provide analysis, implement new processes, and manage projects to develop and improve operational processes related to the consumer experience across internal operations, vendors, and partner entities (carriers, agents/brokers, assisters).
- Lead efforts to manage outreach, training and onboarding of consumer assistance and enrollment assister channels, including agents/brokers, Navigators, and assisters.
- Develop new policies related to eligibility and enrollment that improve the consumer's understanding of coverage, eligibility, and enrollment.
- Work with vendors and carriers to ensure smooth handoffs across the consumer experience, including the call center and carrier customer support processes.
- Develop project timelines and milestones for key priorities related to Exchange consumer assistance; work directly and in support of others to ensure the milestones are met.
- Communicate clearly and concisely with members of executive management and others within the Department, as well as outside of the Department.
- Maintain strict confidentiality on all issues and discussions with executive members of management.
- Perform other duties as assigned.

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## REQUIREMENTS

This position **requires**:

- Master's Degree and ten years of professional level experience in the health insurance industry and familiarity with ACA; prefer experience with supervising professional level staff.
- Able to develop high level strategies while also working within nuanced details of policy and operations.
- Experience with improving consumer access to government programs or health care.
- Demonstrated experience in creative problem-solving, making recommendations for key business decisions, and guiding or directing stakeholders or business partners.
- Able to identify, design and implement appropriate solutions to quality and workload problems in a timely and effective manner.
- A committed team player with exceptional interpersonal, problem-solving and communication skills.
- Ability to communicate effectively, both orally and in writing, regarding complex or sensitive information or issues.
- Demonstrated ability to earn the trust, respect, and confidence of consumers through consistent honesty, forthrightness, responsibility and professionalism in all interactions.
- The capacity to thrive in a dynamic, high-pressure environment.

The **ideal candidate** will have:

- Experience managing call center operations.
- A passion for healthcare and government service.

**NOTE:** Applicants who do not possess the required education may substitute four (4) years of additional nonsupervisory experience of the type indicated in the experience section.

**LICENSE:** Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

**RESIDENCY REQUIREMENTS:** In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011, newly hired State government employees must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements are subject to removal from employment.

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Interested applicants should submit a *letter of interest, salary requirements and resume*. All documents should be submitted in PDF format by October 30, 2020 to: [human.resources@dobi.nj.gov](mailto:human.resources@dobi.nj.gov). Please include Posting No. BIA-2020-053 in the subject line of your email.