



# Position Specification

## **Risk Assessment Services Provider Vice President, Outsource Operations**

### ***The Company***

Our client is the leading provider of risk assessment services for the life and health insurance industries. The vision is to be the leader in collecting personal health data and transforming it into information enabling their customers to take actions that manage or reduce their risks and expenses. They provide insurers, reinsurers and distributors with the widest range of medical exam, data collection, laboratory testing and underwriting services in the industry. The company conducts business through four divisions and they have a presence in over 250 markets and a network of thousands of examiners.

The Services Division is the division where this position resides. This division was formed from two previously existing businesses. Underwriting Solutions focuses on risk analytics which includes a highly skilled work force including underwriters, actuaries, physicians and nurses. This portion of the business has developed an industry leading training and development program for Underwriters as there is a shortage of these professionals in the marketplace. Infolink Services provides medical information services focusing on medical record and credit report retrieval which is a critically important issue in today's healthcare environment. This portion of the business also consists of two call centers staffed with highly skilled and credentialed professionals who conduct medical telephone interviews on behalf of the life and health insurance industry.

### ***The Position***

#### ***Location***

Omaha, Nebraska or Kansas City, Kansas

#### ***Reporting Relationship***

This position reports to the President of the Services Division and serves as a member of the Leadership Team.

The Vice President, Outsource Operations provides leadership and strategic and tactical direction of the Services Division. This Division executive will develop, implement and manage outsourced operations, including offshore and onshore vendors. This executive will formulate policies, oversee daily operations, and ensure business operations are efficient and effective to meet customer expectations and produce adequate financial return for this division and the company in regards to attainment of short and long-term company goals and objectives.





### ***Responsibilities***

The Vice President, Outsource Operations, is a high profile position within the company and will be responsible for ensuring shared service agreements are met and will interact and leverage the core competencies in these corporate departments: Finance, Legal, Information Technology, Internal Audit, Human Resources and the Corporate Sales Team. The Vice President of Outsource Operations, along with the President and other leaders of the division, will be responsible for leading the cultural integration of what were existing lines of business into one division.

- Create and implement strategic initiatives that leverage outsourcers to improve the services provided to clients, manage down fixed and variable expenses, develop and institute aggressive pricing models and maintain suitable per unit profit margin.
- Assure the success of outsourcing initiatives by managing service providers from selection through implementation and monitoring.
- Lead the quality assurance process, audit the performance, and measure the productivity relative to service level standards. Determine remedial action plan, identify training requirements and ensure that the outsourcer cures deficiencies in a timely manner.
- Monitor and manage service level agreements, including quality, reporting accuracy and general account management delivered by the outsourcer against the contract and service expectations within budget.
- Develop and deliver training to ensure that the outsourcer has the information base and skill set to meet service level standard for quality, quantity and timeliness. Communicate new policies, procedures, processes, communication skill sets, general customer service, and sales and technical support skills.
- Plan, schedule, facilitate and/or participate in weekly operation calls with each vendor, calibration and/or coaching sessions, as well as ad hoc special interest sessions.
- Provide timely, accurate and complete reports on the operating condition of HHS, keeping the Division President regularly informed of developments and progress.
- Represent the company with clients, potential clients, vendors, Board members and business partners.  
Develop and maintain an excellent and informative working partnership with corporate departments and subsidiaries.
- Any other related duties as prescribed by the President of HHS.

### ***Travel***

Ability to travel via air and ground for client and/or vendor engagement, business meetings and employee relations responsibilities. Travel is approximately 33%.

## ***The Candidate***

### ***Education***

A bachelor's degree in business or related field is required.





***Professional Qualifications***

- Subject matter expertise in risk selection (underwriting) or new business functional process for fully insured products, including two or more of the following: life, disability, long-term care, health or Medicare Supplement.
- Minimum of seven years progressively responsible experience with business process outsource to include domestic or international outsourced operations and call center management competence, with at least three of those years in a people management position.
- Results oriented leader with demonstrated success in leading profit and loss of professional services line of business.
- Ability to solve operational problems that influence attainment of Service Level Agreement standards.
- Functional understanding of unit pricing, project budgeting/costing.
- Ability to execute flawlessly on operational deliverables, to include developing action plans to accomplishing goals and providing ongoing updates on progress.
- Experience managing work forces in multiple sites, including internal and outsourced resource teams.
- Demonstrated experience leading a department of 100 employees or greater.
- Project management experience.
- Ability and proficiency with Microsoft Office computer products.

***Personal Attributes***

- Must be able to set a vision, tactics and have significant leadership skills to create an environment where employees want to follow him/her.
- Excellent verbal, written and motivational communication skills.
- Inherent orientation towards collaboration and influence versus turf protection and a highly directive style.
- Understand and demonstrate problem-solving tools and methods.
- Demonstrated track record of building and leading high-performance teams.

**To learn more about this opportunity or provide a confidential referral, please contact:**

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