



CRUMDALE — PARTNERS —

Director of TPA Partner Operations

Workplace type: On-Site Preferred (Hybrid or Remote for right candidate)

Job type: Full-time

About Crumdale Partners:

Crumdale Partners is a diversified insurance firm providing custom, self-funded healthcare solutions to a limited distribution network of brokers, consultants, and agents nationwide. Ranked on the Inc. 5000 Fastest Growing Companies and Best Workplaces, we leverage industry expertise, superior talent, data analytics, and a disruptive mindset to manufacture, underwrite, and administer agile, transparent, and cost-saving solutions. We optimize the fragmented health benefits supply chain to reduce health benefit costs and create better outcomes for employers and employees.

At Crumdale, people come first. We strive to make a positive impact on the people we serve. We believe this starts with the passion and purpose of our team. Our company culture is rooted in alignment, innovation, and integrity.

About the Job:

The Director of TPA Partner Operations will provide hands-on infrastructure support including, but not limited to, external TPA management, on-boarding, implementation support and oversight, and internal company operations. This role is critical in developing and leading process documentation in support of improving the company's ecosystem relationships and delivery with TPAs, Advocacy teams, Pharmacy Benefit Managers (PBMs), Broker Partners, and Clients. It is crucial to ensure their internal and external processes are well documented, evaluated, and in a cycle of continuous improvement. The goal is to ensure the company's program is driving measurable, innovative, and sustainable improvement for all stakeholders.

The company is using cutting edge technology and techniques to disrupt the insurance marketplace. Their dynamic, entrepreneurial environment will expose you to many different facets of the business. This is an exciting position where no two days are the same.

Duties & Responsibilities:

- Evaluate existing process, document gaps, collaborate with the appropriate teams, and implement solutions supporting channel partners and internal stakeholders
- Participate in operational reviews to identify bottlenecks and understand the business environment to recognize the "why"; build scalable solutions that contribute to the growth of business
- Leverage your proven experience to assist in the identification, evaluation, and implementation of new point solutions
- Utilize your expertise to assist and resolve escalations that require attention outside of company's Advocacy team solution
- Contribute to the development and monitoring of a corporate dashboard enabling visibility to all channel partner activity



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- Support the Account Management and Implementation teams to ensure a smooth landing for new and renewing brokers, customers, and members
- Help grow and develop technology solutions in support of a sustainable, systematic approach to tracking all activity impacting customers, brokers, and members
- Develop a deep understanding of the company, and the companies they represent, including products and services
- Assist in training new employees and orient them to process and documentation
- Any other projects and needs that arise requested by the leadership team

Essential Qualifications & Skills:

- Bachelor's Degree
- 10+ years of experience in a TPA environment
- Experience with self-funded medical benefits desired
- Experience building and leading operations within a young, entrepreneurial environment
- External vendor management
- PBM, Medical Stop-Loss experience a plus

Specialized Skills & Experience:

- Excellent customer service skills with a high level of customer focus, motivation, and follow through
- Ability to work in a fast-paced environment with excellent prioritization, project management, problem solving, and time management skills
- Comfortable operating with change and uncertainty in a fast-paced environment with a high degree of autonomy, ambiguity, and accountability
- The ability to work equally well autonomously and as part of cross-functional teams
- Demonstrated experience influencing change at all levels of the organization
- Excellent written and oral communication
- Strong analytical skills and the ability to pay attention to details
- Demonstrated expertise and success driving operational excellence and executing process improvement within an entrepreneurial business setting; measuring results and achieving targeted outcomes
- Proficient in Microsoft Office Suite (Outlook, PowerPoint, Word, Excel)

Travel: Domestic travel is required for this position

Compensation: \$125,000 - \$175,000

Benefits:

- Medical insurance
- Vision insurance
- Dental insurance
- 401(k)
- Disability insurance