Position Summary:
Director of State Group Insurance, Division of State Group Insurance

The Director of State Group Insurance is a highly professional, senior leadership position expected to motivate and lead a high-performing team to effectively administer Florida’s State Group Insurance Program. This program provides statewide health insurance and benefit services to approximately 176,000 enrollees and their dependents, effectively serving approximately 368,000 lives. The division is responsible for administering the State Group Insurance Program, offering health, life, dental, vision and supplemental insurance products, shared savings programs, as well as tax-favored accounts under a cafeteria plan. This position is responsible for leading all aspects of the division’s operations including, but not limited to financial management, procurement and contracts, compliance, and member services.

Pay Range:
Please submit salary expectations.

Organization Background:
The Florida Department of Management Services (DMS) is a customer-oriented agency responsible for managing the various business and workforce-related functions of state government. Under the direction of Governor Ron DeSantis and DMS’ Executive Leadership Team, the agency oversees the real estate, procurement, human resources, group insurance, retirement, technology, private prisons, fleet, and federal property assistance programs utilized throughout Florida’s state government. DMS is relied upon to establish, maintain and improve the business processes used by state employees to create a better, not bigger government. DMS facilitates the delivery of these programs and services and provides tools and training to bolster the efficiency and effectiveness of the state’s workforce. It is against this backdrop that DMS strives to demonstrate its motto, “We serve those who serve Florida.” Under the leadership of DMS Secretary Jonathan Satter, DMS’ employees embody four pillars on a daily basis: lead by example, serve with excellence, create efficiencies, and challenge the status quo. Learn more about the business and workforce arm of Florida government here: http://www.dms.myflorida.com/.

Location:
With its canopied roads shaded by moss-draped oaks, temperate climate and award-winning state park system, Tallahassee is truly a gem within Florida – a state that has created more than 1.3 million private sector jobs since 2010 and offers its workers an excellent quality of life with no state income tax. Tallahassee is home to two major universities, a community college, the epicenter of state government, hundreds of industry association headquarters and multiple private sector interests. It is in close proximity to the crystal clear-waters of Gulf Coast beaches and natural springs, the old-Florida charm of St. George Island, the Nature Coast, and the hospitality of several quaint South Georgia towns. Explore upcoming events and activities in Tallahassee: www.visittallahassee.com.
Position Responsibilities:

Specific responsibilities of the Director of State Group Insurance include, but are not limited to, the following:

Leadership
- Serve as a member of DMS’ Senior Leadership team and effectively communicate and exhibit the agency’s mission, vision, and values at all times.
- Provide leadership and direction for the Bureau of Policy and Development, Bureau of Financial and Fiscal Management, and all aspects of the division’s operations.
- Lead and direct initiatives that focus on enhancements of existing programs and innovations for future products and services.
- Recognize and anticipate issues and risks, gather information and proactively make decisions and resolve issues, seek consensus and escalate issues when appropriate.
- Provide leadership and support to all participating employers, human resource offices, and members.
- Implement initiatives designed to build positive working relationships among other program areas and stakeholders.
- Collaborate with other program areas within Workforce Operations to deliver a seamless and innovative workforce experience for the enterprise.

Strategy
- Develop and maintain strong working relationships with the Executive Office of the Governor, sister agencies, members of the Florida House and Senate, internal and external customers, and other stakeholders.
- Develop and maintain tools to educate and inform members and stakeholders on all components of the State Group Insurance Program.
- Advocate, develop and implement strategies to protect or improve solvency of the state’s insurance trust funds.
- Advocate, develop and implement strategies to improve the program’s current and future product offerings.
- Utilize technology to advance the collection, analysis and operationalizing of data.

Operational Support
- Evaluate and advise DMS’ executive leadership regarding all fiscal, budgetary and contractual issues impacting the division.
- Provide general operational support to internal and external customers.
- Maintain policies and rules pertaining to the State Group Insurance Program.
- Direct the procurement process and oversee management of division contracts.
- Establish procedures for obtaining new or revised coverage options as approved by the Florida Legislature.
- Manage programmatic expenditures within allocated budget while meeting program/department goals.
- Identify cost efficiencies by conducting annual efficiency and cost-reduction exercises.
- Track, monitor and report on program area performance metrics to ensure productivity and quality requirements are met.
- Develop and/or implement formal process, productivity, service delivery, and quality improvements to workforce operations programs.

Team Development
- Recruit, develop, and lead an effective and highly motivated team.
- Foster a culture of empowerment, accountability, appreciation, recognition, innovation, customer service and excellence.
- Promote a healthy and productive work environment.
- Develop and maintain a plan that provides for succession and continuity in the most critical positions.
❖ **Candidate Profile Experience:**
The Director of State Group Insurance should possess the following qualifications:

- A minimum of five years of progressively responsible supervisory and managerial experience in a large, complex environment.
- A minimum of five years of experience in health insurance policy implementation and/or employee-group benefits program administration and/or human resources.
- Demonstrated ability to effectively communicate complex information to stakeholders of various levels.
- Experience in managing large-scale projects or programs and optimizing financial outcomes and service quality.
- Ability to effectively use office production software (e.g., SharePoint, Microsoft Word, Excel, PowerPoint).
- In addition, the following qualifications are preferred:
  - Health insurance and/or employee-group benefit procurement and contract management experience.
  - Previous government procurement and contract development/management experience.

❖ **Education:**
Bachelor’s degree from an accredited college or university, or equivalent work experience in the insurance, employee-group benefits (e.g., cafeteria plans), risk management, or human resource fields. Completion of an advanced degree from an accredited college or university or industry-related certification is preferred.

❖ **Reporting Relationships:**
This position reports directly to the Deputy Secretary of Workforce Operations who reports directly to the Chief of Staff.
Recruiting Contact:
Karen Beard
Recruiter
Florida Department of Management Services
Telephone: 850-487-1502
Email: Karen.Beard@dms.myflorida.com

The State of Florida is an Equal Opportunity Employer/Affirmative Action Employer and does not tolerate discrimination or violence in the workplace. DMS is committed to successfully recruiting and onboarding talented and skilled individuals into its workforce. We recognize the extensive training, experience and transferrable skills that veterans and individuals with disabilities bring to the workforce. Veterans and individuals with disabilities are encouraged to contact our recruiter for guidance and answers to questions through the following provided email addresses.

DMS.Ability@dms.myflorida.com
DMS.Veterans@dms.myflorida.com

An individual with a disability is qualified if he or she satisfies the skills, experience, and other job related requirements for a position and can perform the essential functions of the position with or without reasonable accommodation. Candidates requiring a reasonable accommodation, as defined by the Americans with Disabilities Act, must contact the DMS Human Resources (HR) Office at (850) 488-2707. DMS requests applicants notify HR in advance to allow sufficient time to provide the accommodation.

The State of Florida supports a drug-free workplace. All employees are subject to reasonable suspicion drug testing in accordance with section 112.0455, Florida Statutes, Drug-Free Workplace Act.

The State of Florida and the Department of Management Services participate in E-Verify. This federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States. Successful completion of background screening will be required for this position.