

Title: Regional Senior Vice President, TPA Services

Location: Blacklick, OH preferred

Reports to: Chief Operations Officer

Job Summary: The Regional Senior Vice President (RSVP) of the TPA is the executive in charge of strategy, operational effectiveness and business development for TPA services. The RSVP designs a winning business strategy for the company, oversees the employees in operations and measures the results of the strategy. Works to develop Advisor relationships with the objective of building loyalty to Pentegra. Plan, direct and coordinate the TPA operations syncing operations up with the TPA business development strategy. Re- thinks the value add proposition in the marketplace so as to be in the forefront in the marketplace. Thinks with an entrepreneurial flavor as to how to position the TPA to gain market-share through outside the box use of the TPA resources .Works to develop a coordinated sales strategy to gain a consistent level of committed business along with working with the sales team to develop a greater sales pipeline. Works with the COO on potential business partnerships and or business acquisitions. This position will be required to work with the COO and senior team members to build a 5 year strategic plan for the entire TPA division.

Responsibilities:

- This position is expected to find new areas for growth and improvement with the overall corporate strategy. The expectation is to meet with the COO on a regular basis and make suggestions for a new TPA direction.
- Sets new TPA SLA's around various service standards to improve and grow the TPA perception in the marketplace.
- Set standards around Advisor engagement and communication.
- Implements and coordinates a customer focus initiative.
- Determines what operational efficiencies are required to bring the TPA in line with the strategic initiatives.
- Determines staffing requirements, interview, hires and trains new employees, or oversees those personnel processes.
- Works with senior management to engage in new business acquisitions.
- Coordinates testing of new procedures, processes and system enhancements to ensure seamless implementation.
- Responsible for employee workloads , complete quality review checks, including valuation work and client responses
- Responsible to work with finance to monitor monthly budget.
- This position holds employees accountable by setting clearly defined goals and then measuring the results against the goals on a regular basis. This can sometimes involve overcoming resistance from the employees they supervise, especially when a new company strategy involves a change in the traditional role of a division or department.

Requirements:

- Bachelor's degree
- 15 plus years of experience in TPA operations
- Track record for running a successful TPA business that has gained market share
- Can demonstrate competencies with in depth complex process
- 3 to 5 years of experience with coaching
- Designation's in the Field preferred
- Previous experience with working with financials and to be able to run a budget
- Strong relationship management skills, including the ability to influence and negotiate
- Manage sensitive and confidential matters effectively

- Ability to adhere to high ethical standards while maintaining/promoting a positive work environment