*simplifying healthcare administration*

**CAQH**

**Position Description**

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| **Position** | **Senior Manager, Quality Assurance** | **Department** | **CAQH Solutions** |
| **Reports To** | **Director, Technology, CAQH Solutions** | **Date** | **January 2015** |

The Senior Manager of Quality Assurance is responsible for developing and executing a quality assurance vision for the CAQH Solutions organization that incorporates quality assurance standards, testing approaches, and automation strategies and frameworks. The Senior Manager of Quality Assurance reports to CAQH Solutions' Director of Technology; the position is full time, exempt.

**RESPONSIBILITIES**

- Define, implement and manage CAQH's quality assurance processes, testing methodologies and supporting tools.
- Contribute to the development of high-quality systems and products by ensuring functionality meets documented specifications, product requirements and organizational goals.
- Plan and lead release and system acceptance testing, collaborating with development, product managers and vendors to create and execute test plans and test cases.
- Review requirements to provide feedback on completeness, testability and other risk areas that could impact product quality.
- Perform regression, system acceptance and smoke testing.
- Lead issue triage and resolution meetings with distributed product development teams.
- Identify, replicate, document, prioritize and track issues to closure using issue tracking systems.
- Work with program management and operations to ensure quality of processes and procedures.
- Educate team members across the organization regarding the quality function and their role in ensuring quality standards are met.
- Build strong relationships with business and technology stakeholders and champion continuous improvement initiatives across CAQH Solutions' product portfolio.
- Produce quality metrics, testing results and other reports for all levels of management.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Demonstrated ability to plan and perform all aspects of software quality assurance activities to successful completion for complex, multi-faceted initiatives that span business and technology.
- Demonstrated ability to design and execute test plans and test activities for a portfolio of products with overlapping development schedules and release cycles.
- Ability to effectively manage system acceptance teams and efforts, and clearly communicate status,

risks, issues and recommend corrective actions to meet program and organizational objectives.
- Ability to work collaboratively and effectively across matrix organizations in a fast-paced, schedule-driven and entrepreneurial environment.
- Ability to leverage business, product and functional requirements to create test plans and test cases.
- Ability to communicate clearly and concisely with business and technical stakeholders.
- Proven command of various software testing methods, levels, types, and processes and where they fit in the overall system and produce development lifecycles.

**EXPERIENCE**
- 10+ years of hands-on experience performing functional, system, performance and acceptance testing in technology organizations.
- 5+ years of experience leading and overseeing quality assurance work, preferably in healthcare.
- 2+ years of experience in an Agile/Scrum environment.

**EDUCATION**
- Bachelor's degree required; technology disciplines preferred.

**WHO WE ARE**
CAQH, a non-profit alliance, is the leader in creating shared initiatives to streamline the business of healthcare. Through collaboration and innovation, CAQH accelerates the transformation of business processes, delivering value to providers, patients and health plans.

- **COB Smart™** quickly and accurately directs coordination of benefits processes.
- **EnrollHub™** reduces costly paper checks with enrollment for electronic payments and electronic remittance advice.
- **CAQH ProView™ (formerly Universal Provider Datasource®)** eases the burden of provider data collection, maintenance and distribution.
- **SanctionsTrack®** delivers comprehensive, multi-state information on healthcare provider licensure disciplinary actions.
- **CAQH CORE®** maximizes business efficiency and savings by developing and implementing federally mandated operating rules.
- **CAQH Index™** benchmarks progress and helps optimize operations by tracking industry adoption of electronic administrative transactions.

**WHAT YOU GET**
CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. Our location in downtown Washington, DC is metro-accessible, has an onsite fitness center and is centrally located to allow our team to take advantage of professional networking opportunities, cultural offerings and a thriving social scene.