

## Specialist IIIb - Business Support

*REMOTE*

### Summary

Specialists apply discipline-specific or institutional knowledge and skills in the performance of departmental activities which support the Company's operations. Specialists typically prepare for their role by earning a post-secondary degree in a specific field, obtaining certification, or by on-the-job training and work experience. Incumbents may directly manage a small number of direct reports; the primary function of the role is applying specialized knowledge and skills as an exempt-level individual contributor.

### Responsibilities:

- The essential functions listed represent the major duties of this role, additional duties may be assigned.
- Serve as a liaison between internal clients and functional departments; help clients achieve their objectives by serving as a resource in the interpretation, application and compliance with internal and external laws, regulations, policies, procedures, standards and practices.
- Identify risks, evaluate controls and prepare findings and recommendations. Implement compliance programs to prevent illegal, unethical or improper business practices.
- Ensure through audits that the organization's programs are consistently administered in compliance with organizational policies and procedures, contractual obligations, rulings, laws and government regulations.
- Monitor and evaluate the effectiveness of solutions, policies, practices and processes to ensure continuous improvement, good client relations and adherence to business requirements. Recommend improvements to achieve and deliver high quality, value-added services.
- Develop, implement, administer and revise policies, procedures and programs that meet business needs; assist and/or lead program development and enhancements.
- Research, analyze, maintain, modify, validate and prepare data, information and content used in making business decisions. Present findings and articulate results.
- Produce, edit and distribute a variety of business documents such as reports, proposals, policies, procedures, audit results, issue papers, marketing materials, newsletters, brochures, etc.
- Create, present and/or facilitate meetings, webinars, conference calls, training programs, education sessions, certifications, etc. for a variety of internal and external audiences.
- Represent assigned function at external hearings, mediations, audits, meetings, etc.
- Participate on or lead large, complex departmental and/or divisional projects. Plan, organize, monitor and control projects to ensure the effective use of resources and adherence to project management standards and reporting requirements.
- Participate on Company workgroups and initiatives.

- Develop and build internal and external partnerships to improve communication, coordination, collaboration and effective working relationships within own department, across the Company and outside of the Company.
- Mentor and coach less experienced coworkers on the technical and interpersonal skills needed for effective job performance.

## **Qualifications**

Required Work Experience:

- 5+ years related work experience or equivalent combination of transferable experience and education.

Required Education:

- Related Bachelor's degree or additional related equivalent work experience.

**For more Information / To Apply:**

<https://careers.floridablue.com/us/en/job/23847/Specialist-IIIb-Business-Support>