



## **Director of Operations, PBM/Pharmacy**

**Workplace type:** Hybrid | Paoli, PA (Preferred), Remote

**Job type:** Full-time

**Reporting to:** SVP of Pharmacy

### **About Crumdale Specialty:**

Crumdale Specialty is a diversified insurance firm with deep employee benefits expertise and experience that provides contract negotiation services and harnesses unique alternative risk financing methods. Together with innovative benefits consultants across the country, we work to lower employee benefit costs, enhance benefit coverage and implement contracts that deliver market leading performance for employers and better outcomes for employees.

### **About the Job:**

The Director of Operations, PBM/Pharmacy will play a critical role in implementing and managing Pharmacy Benefit Management (PBM) operational excellence for Crumdale and our clients across all aspects of PBM/pharmacy. They will be responsible for end-to-end delivery of all operational aspects of the PBM/pharmacy program. This position will involve strategic planning, optimizing processes, and ensuring the efficient delivery of all PBM/pharmacy operations. They will oversee day-to-day PBM/pharmacy operations to help support sales, implementations, account management, pricing, clinical, legal, and other departments. In this role the individual will use their deep knowledge of the PBM/pharmacy industry to provide end-to-end support in adding efficiencies while driving to stronger organizational outcomes. This role supports pharmacy department leadership in delivering high-quality service to clients, members, and internal associates while driving continuous improvement and operational efficiency.

### **Duties & Responsibilities:**

- Oversee and manage key PBM/pharmacy trading partner relationships from an operational perspective at both a tactical and strategic level.
- Track and execute end-to-end lifecycle of PBM/pharmacy related operational projects and deliverables. Proactively follow up with PBM/pharmacy trading partners if/when goals are not achieved to determine why objectives are not being met and provide actionable recommendations for improvement.
- Implement and enhance processes to improve efficiency, accuracy and customer satisfaction.
- Collaborate with cross-functional teams to ensure seamless integration of new programs and services.
- Monitor and analyze key performance indicators to identify areas for improvement and optimization.
- Serve as a thought partner, sounding board, and strategic advisor to Crumdale Pharmacy leadership, standing in on meetings, challenging ideas and offering a different perspective, and following up on action items with the team accordingly.



- Provide analysis, recommendations, and options to Crumdale Pharmacy leadership regarding high impact decisions.
- Support the rebate management process from a trading partner and employer client perspective.

**Qualifications & Skills:**

- 8+ years of extensive experience in PBM operations including interacting with self-funded, employer sponsored health plan benefits.
- Deep knowledge of PBM/pharmacy/healthcare industry, PBM operations, benefit setup, pharmacy claims, and managed care.
- Strong understanding of PBM processes, including claims adjudication, network development, pricing, analytics/reporting, rebates, clinical, trade, contracting, systems and account management.
- Visionary mindset with the ability to anticipate and navigate emerging changes in the healthcare landscape, as well as identify innovative solutions to complex challenges.
- Highly developed ability to effectively communicate complex PBM/pharmacy concepts to diverse stakeholders and foster clear understanding across the organization and drive collective success.
- Proven change agent with ability to initiate and lead initiatives, thereby motivating, inspiring, and fostering a culture of adaptability, high performance, accountability, excellence, and continuous improvement.
- High proficiency in project management methodologies to effectively plan, execute, and monitor important initiatives, ensuring timely delivery of results.
- Strong analytical and problem-solving skills with attention to detail to address complex operational challenges.
- Ability to manage expectations and understanding at all levels of an organization both internally and externally.
- Ability to lead, oversee, prioritize and handle multiple projects and clients with dynamic and shifting timelines utilizing proven project management processes.
- Demonstrated expertise and success driving operational excellence and executing process improvement within a high growth, fast passed, entrepreneurial business setting, measuring results and achieving targeted outcomes.

**Travel Requirement:**

- Ability to travel overnight up to 10%.

**Education:**

- Bachelor's degree required; concentration in business, management, finance, accounting, economics, healthcare administration or engineering preferred\*
- MBA preferred
- COM, PMP, or Six Sigma is a plus
- Proficiency in using Microsoft applications (e.g. Outlook, OneDrive, Teams, Excel, Word, PowerPoint).

\*Equivalent military service at E7 or higher is acceptable in place of a bachelor's degree



**CRUMDALE**  
—SPECIALTY—

**Benefits:**

- Medical Insurance
- Vision Insurance
- Dental Insurance
- 401(k)
- Disability Insurance
- Flexible PTO