

Director of Operations (West)

Announcement Posted:

01/17/2024

Responses must be hand delivered or postmarked by:

03/04/2024

Salary Range:

\$133,453 - \$168,606

Location:

Division of Disability Determinations
295 Main Street
Buffalo, New York 14203

Grade:

NS (Equated to M-5, Management/Confidential)

of Positions:

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Candidates Must Meet the Following Qualifications:

The candidate must possess a bachelor's degree and have eight years (8) of relevant experience. Relevant experience consists of management and administration of health or social services programs requiring compliance with federal and State laws and/or municipal, rules and regulations.

Substitutions: Four years of relevant experience or associate degree and two years of relevant experience may substitute for bachelor's degree; J.D. or master's degree may substitute for one year of relevant experience; Ph.D. may substitute for two years of relevant experience.

Preferred Skills:

- Master's degree in business administration or related field.
- Five years of experience in administration, including three years in a supervisory capacity.
- Experience supervising and administering federal, state or other municipal programs.
- Experience that includes some combination of operations management, human resources and other administrative functions.
- Knowledge and/or experience of disability determinations and or similar program(s).
- Excellent verbal and written communication skills.
- Professional and excellent interpersonal skills with the ability to interact with a variety of personalities.
- Strong leadership and supervisory skills.
- Excellent organizational and time management skills with proven ability to meet deadlines.
- Extreme proficiency with computer applications including, Microsoft Office Suite MS Team and Skype.

Duties of Position:

The Division of Disability Determinations currently employs approximately 900 full-time staff who are responsible for processing over 200,000 disability reviews annually. These reviews determine if individuals have a disability consistent with standards required by the federal Social Security Administration (SSA). DDD offices are located in Albany, Endicott, Buffalo and New York City. The Division operates under requirements set forth by both SSA and New York State. Compliance with SSA rules and regulations is required to ensure proper adjudication of claims for disability benefits under Title II and Title XVI of the Social Security Act.

The Director of Operations (West) will have responsibility for over 400 employees or 45% of DDD's staff to ensure the efficient operations of the Buffalo and Endicott centers. This will include management and supervision of staffing and case processing to ensure overall compliance with the federal Social Security Administration's (SSA) regulations. Continual oversight of staff development that focuses on efforts to increase employee morale and oversee case processing that results in quantity, quality, and time determinations, is required.

The Director of Operations (West) will serve as a key leader over both centers and will ensure that program performance measures are met, with employee morale and satisfaction considered as key priorities. The incumbent will implement safeguards against any vulnerabilities that could threaten DDD's authority to operate in these specific regions of New York State. The incumbent will also manage and maintain oversight of the key administrative functions related to resource allocation and use.

Duties include but are not limited to:

- Under the direction of the Deputy Commissioner and working through Disability Determinations Program Managers and their respective teams, exert final responsibility for all aspects of case processing in the region. Ensure procedures are in place and business process activities support adequate control and tracking of all cases, appropriate acquisition of pertinent data (medical and vocational), and appropriate ordering practices for consultative examinations that are both fiscally and programmatically sound in the region. Ensure that statewide practices result in timely and appropriate determinations with programmatically compliant due process provisions. Direct the provisioning of statewide and regional resources to ensure that assistance requests received from other states, the office of Hearing and Appeals, and other Federal components are properly accommodated.
- Disseminate all relevant information to the regional processing centers to effectively conduct ongoing daily operations timely and accurately.
- Oversee the implementation of new or modified case processing procedures and policies developed by DDD central administration, region, or the Federal government.
- Participate in development of long term and short-term range goals and objectives to fulfill Social Security Administration (SSA) requirements and DDD's mission in that region.
- Provide input into all new or modified proposed legislation that has a potential impact on the disability program and operation of processing centers.
- Develop, maintain, and monitor reports on production, case statistics and quality for the region. Assure that procedures for case quality and quantity are followed and that standards are met. Provide regularly issued status reports on all activities of the processing centers to central administration.
- Develop, enhance, and maintain inter-relationships with Federal, State, county, and civil agencies whose clientele may be involved in the disability process.

- Assist medical relations staff to identify medical staff resource needs and consultative examination provider requirements for the region. Direct monitoring of CE providers to insure adequacy and timeliness of CE reports. Maintain strong and cooperative relationships with the medical community.
- Stay apprised of changes to federal budgeting provisions by case type as the federal fiscal year progresses. Ensure that resource provisioning is adequate across all Processing Centers to meet budgeted expectations. Monitor statewide receipt and closure patterns against budgeted expectations and direct corrective actions to resolve identified processing impediments and anomalies.
- Direct ongoing studies and reviews of procedures and methodologies to identify weaknesses and develop improvements.
- Ensure that staffing and supervision are at sufficient levels for accurate and timely case processing in the region.
- Interface as necessary with individuals from OTDA, other state & federal agencies.
- Identify and discuss operations training needs with the Directors of Planning, Compliance Director and Development and Program Integrity to ensure adequate development and presentation of training.
- Work with DDD's systems unit and database team to ensure user processing software keeps pace with changes to program requirements and expectations, including changes to SSA's electronic business process and SSA's productivity goals.
- Work directly with the Program Managers and their local teams in the region to ascertain data management needs and guide the Division's database team in establishing strategies for developing and promulgating updated reports to support the management of any business process changes. Provide guidance to Program Managers in the use of the Division's electronic reporting tools and available database information including any updated dashboard tools.
- Work collaboratively with Director of Operations (East), Planning and Development, Director of Compliance, Director of Program Integrity and others, providing information about processing and applications and other resources needs to address provisioning, infrastructure, and resource planning.

Conditions of Employment:

A full-time appointment will be made. This position is in the Exempt jurisdictional classification. The selected candidate will be expected to travel within New York State, primarily between the locations of Buffalo and Endicott. Periodic travel outside of New York State may be required. A background check and fingerprinting of the selected candidate will be required in addition to the federal background investigation outlined below. Please be advised all hires or transfers to OTDA's Division of Disability Determinations must submit to mandatory fingerprinting and an associated FBI background investigation by the Social Security Administration under Homeland Security Presidential Directive-12. Not all prior arrests and/or convictions will prohibit appointment. Information is considered on a case-by-case basis. Candidates must be legally authorized to work in the United States.

Working for New York State:

As a New York State employee, you are afforded great fringe benefits totaling in excess of 65% of your salary. Our comprehensive package includes:

- Health care coverage with provisions for hospitalization, medical/surgical coverage, prescription drug benefits, dental, and vision;

- Generous vacation, personal, and sick leave benefits;
- Up to thirteen paid holidays per calendar year;
- Pre-Tax Health Care;
- Voluntary enrollment in deferred compensation plans;
- Access to financial assistance for further career-related study;
- Membership in the New York State Retirement System

Remarks:

- **Candidates should reference posting #24018M when submitting your application.**
- **If submitting electronically, please reference posting #24018M as part of your subject line.**
- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**

NYS OTDA seeks to promote a diverse workforce that is a representation of the various cultures, voices, backgrounds, ideas, and talents of the citizens and communities that we serve. We actively solicit and encourage applications from Black, Indigenous, and People of Color (“BIPOC”); LGBTQIA+ individuals; women; people with disabilities; and military veterans.