



MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts is an Independent
Licensee of the Blue Cross and Blue Shield Association

Job Title: Corporate Disaster Response and Recovery Director

Business Area: Finance

Location: Boston

Date Posted: 09/11/2009

Req #: bcbs-00002359

Description:

Blue Cross Blue Shield of Massachusetts is an Equal Opportunity Employment/Affirmative Action Employer. Applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, veteran status, disability, sexual orientation, or any other characteristics protected by law.

Position Summary

The Corporate Disaster Response and Recovery (DR/R) Program Director provides strategic direction and leadership to develop and oversee a comprehensive, corporate-wide disaster response and recovery program. This includes evaluating business needs and presenting recommendations to the executive/senior management team, leading cross-functional teams including Workforce Mobility and IT Recovery Strategy, increasing awareness of and building consensus for program initiatives, identifying and addressing obstacles to program success, and assessing program performance against plans and objectives and report results to senior management and the Board of Directors, as appropriate.

The DR/R Program Director will establish corporate-wide program policies and procedures and will oversee governance and maintenance of the program. He/she will be responsible for establishing and maintaining company-wide programs for command, control and communication (C3), development and maintenance of business area response and recovery plans, testing for all critical business areas, and coordinating DR/R training and communications. The DR/R Program Director will also lead and coordinate the ongoing readiness of a facilities response and recovery strategy and will partner with IT leadership to establish a technology recovery strategy, ensuring that technical capabilities associated with the restoration of the business are evaluated and tested.

This position reports to the Vice President of Corporate Real Estate and Administrative Services (CREAS), and will manage a team of two professionals.

Key Accountabilities

- Provide strategic direction and leadership for a comprehensive, corporate-wide disaster response and recovery program including driving the development and maintenance of the plans, policies and procedures to govern and manage the program, working closely with senior leaders across the organization to ensure successful implementation and keeping strategy current with best practice.
- Assess business needs and formulate and present recommendations on disaster response and recovery to the executive/senior management team based on his/her knowledge of best practices and significant previous experience.

- Lead cross-functional teams to ensure successful implementation of this program, including Workforce Mobility and IT Recovery Strategy.
- Increase awareness of and build consensus for program initiatives at all levels of the organization, identifying and addressing obstacles to program success. Partner with HR and Internal Communications to develop, coordinate and maintain a corporate-wide awareness and training program.
- Assess program performance against plans and objectives and report results to senior management and the Board of Directors, as appropriate.
- Conduct periodic business impact assessments (BIA) to assist business areas in determining critical business processes, identifying acceptable recovery time objectives, and establishing minimum operating levels required to support the company's DR/R program.
- Develop, coordinate and maintain a comprehensive plan maintenance program with standards and procedures to ensure that plans are periodically reviewed to account for changes in the business, risk profile of the company or enhancements to the program. Ensure all plans are in alignment with overall corporate strategy and that they are efficient and executable.
- Partner with IT and the appropriate business area contacts to ensure the development and maintenance of an enterprise-wide technical recovery strategy along with a technical disaster recovery plan that is documented, tested and maintained.
- Develop, coordinate, and maintain a comprehensive testing program with standards and procedures to ensure the company has the ability to execute its disaster mode contingency plan. (This includes the performance of annual response and recovery plan exercises).
- Manage a team of two professionals including a Director and a Consultant.

Experience and Education:

- 10 years of leading the DR/R program at a major corporation.
- 15 years of business experience with risk management, disaster response, and/or recovery and crisis management required.
- 5-10 years management experience.
- Certified Business Continuity Professional (CBCP) or Master Business Continuity Professional (MBCP) designation through the DRI International preferred.
- Bachelors degree in business or related field required, advanced degree preferred.

Other Qualifications

- Strong knowledge of crisis management, business continuity life cycle, including DR/R planning techniques, tools, risk assessments, business impact analysis, recovery strategy development, plan development and testing.
- Ability to provide leadership and effectively interact with various levels of management and with different departments.
- Ability to influence senior leaders and business areas that do not report directly to this position.
- Strong knowledge and understanding of applicable federal/state standards, NFPA regulations, and state and local fire codes.
- Proficiency in emergency notification and business continuity planning software.
- Strong project management skills demonstrated by leading large cross-functional initiatives.
- Demonstrated seasoned judgment and discretion.
- Critical thinking and problem solving skills.

- Strong multi-tasking skills; able to handle a high workload in a fast paced environment and manage in high stress situations.
- Excellent organizational, planning, communication, and presentation skills.
- Demonstrated ability to lead, develop, and manage staff.

To Apply

- Go to www.bcbsma.com, search jobs, and go through application process.

