



Position Title: Training and Content Development Manager

Reports To: Director of Training and Performance Management

Location: Denver, CO

Connect for Health Colorado has launched a new health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major providers in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to new financial assistance to reduce costs. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary:

The Training and Content Development Manager will work closely with the Director of Training and Performance Management to develop and manage the systems, content, and processes for all Connect for Health Colorado training, certifications, and credentialing. She/he will partner with all Connect for Health Colorado subject matter experts and channels to create and manage both internal and external content and knowledge; and will partner with the training team to create, manage, monitor, and update training and website content, and administer the knowledge base.

Position Responsibilities:

- Work with internal subject matter experts to identify and track state and federal laws, rules, and regulations pertinent to Health Insurance Marketplace technology and processes
- Partner with the communications team to ensure that all content is consistent with our brand messaging
- Manage the content of frequently asked questions and knowledge base
- Manage the Learning Management System and content
- Coordinates and updates all certification and re-certification materials and activities for all Marketplace channels
- Has the ability to communicate persuasively and speak externally about Connect for Health Colorado
- Other tasks and responsibilities as directed by supervisor

Position Requirements:

- Bachelor's Degree in Marketing, Public Policy, Health Policy, Public Health, related field or equivalent relevant experience required.
- 3-5 years of experience in completing and managing online and complex projects with minimal oversight and against aggressive timelines.
- 3-5 years of experience with a Learning Management System and online content management required
- 3-5 years of experience working with training content authoring tools
- Critical thinking skills to synthesize data and communicate technical information.

- At least 3 year of analytic experience, preferably in the field of health policy or health reform
- Working knowledge of Customer Relationship Management tools
- Understanding of the policy issues associated with the health insurance market
- Demonstrated ability to work effectively in a team-based, collaborative environment
- Excellent written, analytical and oral communication skills
- Outstanding organizational skills and ability to prioritize and manage multiple tasks with attention to detail
- Ability to work within a very fast-paced, quickly evolving organization, and to manage multiple, complex priorities and respond effectively to change
- Ability to work under demanding time pressure and under public scrutiny, while maintaining composure
- Ability to assume responsibility and maintain confidentiality consistent with the values and integrity of Connect for Health Colorado.
- Proficient in Microsoft Office (Word, Excel, Outlook)
- Health care reform knowledge
- Cooperative and willing to jump in on projects as needed

Work Environment:

- Typical office setting; the Connect for Health Colorado office is located in the Denver Tech Center, near the I-25 and I-225 exit.
- Work schedule will include some non-traditional hours, weekends and evening events.
- Some travel throughout Colorado will occasionally be required (mileage reimbursement available)

Compensation:

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit offerings and tailor a package to best suit their individual needs. Connect for Health Colorado employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long-term disability and life insurance.

To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hiring@c4hco.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
