



**Position Title:** Marketplace Operations Manager

**Reports To:** Director of Member Services and Support Operations

**Location:** Denver, CO

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

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**Position Summary:**

The Marketplace Operations Manager oversees the day-to-day Eligibility, Enrollment and Medical Assistance functions and Member Services staff who execute these functions within the Marketplace Operations Support Unit. She/he is responsible for managing and increasing the efficiency and effectiveness of support services offered by C4HCO through communication, collaboration and coordination among Marketplace Operations Support Unit (MOSU), Medical Assistance Staff, Carriers, Brokers, Assistors, Counties, and internal C4HCO business units while consistently making decisions with, and acting in the best interests of C4HCO customers and clients.

The Marketplace Operations Manager supports the Director of Member Services and Support Operations in creating and achieving short term, long term, and budget goals and objectives for the department and serves as a role model to motivate, mentor, coach and develop staff, ensuring their performance meets and /or exceeds organizational and departmental goals and objectives.

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**Position Responsibilities:**

The Marketplace Operations Manager has primary responsibility for the following:

- Serves as project lead and C4HCO liaison for Marketplace Operations Support Unit and MA Site training initiatives.
- Prioritizes multiple tasks and projects to ensure timely completion.

- Oversees process for researching and resolving eligibility and enrollment issues and internal and external escalations.
- Monitors staff performance and manages audit research and response efforts.
- Reviews weekly and monthly reports for accuracy and timely addresses any discrepancies.
- Facilitates strong, effective working relationships between C4HCO and Carriers, Brokers, Assistors, Counties, and State and agency partners to establish, deploy and continually improve “Best Practices” and obtain prompt resolution to key business issues likely to impact quality, service and operations.
- Provides direction and leadership for the Member Service Support Unit and MA site by recruiting, selecting, training, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job performance; enforcing policies and procedures.
- Establishes and maintains an environment that encourages team work and individual efforts and ethical behavior.
- Ensures alignment with MOSU to facilitate consistent communication, messaging and member experience in tasks requiring intervention by the MOSU, MA site, and other C4HCO departments.
- Responsible for oversight of eligibility determination, verification and case maintenance work as needed.
- Assesses the training needs of new and incumbent workforce members and plans training accordingly.
- Consults with the IT Product Owners regarding SES functionality and MOSU or MA site impacts.
- Consults with the MOSU and MA site to review process flows for eligibility results and enrollment in the marketplace.
- Ensures that all equipment and access to specific systems are in place and operational.
- Maintains current knowledge of applicable federal and state regulations and laws and monitors changes to ensure team/department adaptation and compliance.
- Other duties as assigned.

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**Position Requirements:**

- Bachelor’s degree or four years of professional experience in an occupational field related to the work and level assigned to the position required. Master’s Degree Preferred.
- 2 years prior supervisory experience required.
- Excellent organizational, interpersonal, written and verbal communication skills.
- Ability to deal tactfully with personnel, visitors, government agencies and the general public.
- Ability to demonstrate effective decision-making by assessing situations accurately, sharing fact-based information, communicating professional opinions clearly and inquiring actively.
- Ability to manage priorities and workflow.
- Strong ability to collaborate and effectively partner with all organization levels and third-party contacts in a dynamic and changing environment.
- Ability to demonstrate appropriate staffing decisions that match assessed partner and client needs as well as staff competencies.
- Preferred familiarity with eligibility and enrollment operational policies and procedures in existence at county offices and medical assistance sites.
- Preferred familiarity in Marketplace policies and procedures, enrollment process, and operations.

- Experience with document organization and contract management; managing data in spreadsheets, report development, and analysis.
- Working knowledge and familiarity with state technology systems (i.e. PEAK, CBMS, MMIS), used to support state medical program eligibility and enrollment.
- Ability to have versatility, agility, and a willingness to work within constantly changing priorities with enthusiasm and a positive attitude and promote this same attitude among staff.

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**Work Environment:**

- Typical office setting; the Connect for Health Colorado office is in the DTC area, near the intersection of I-25 & I-225
- Work schedule may include some non-traditional hours, weekends and evening events.
- Full time position
- On-site during office hours, typically 8am-5pm

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**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.

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**To Apply:**

Click [HERE](#). 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.**

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