



Position Title: Senior Manager of Broker and Agent Operations

Reports To: Director of Marketing and Communications Strategy

Location: Denver, CO

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.

Position Summary:

The Director of Broker and Agent Operations will be based in Denver at Connect for Health Colorado's home office. This position is responsible for development, training and ongoing maintenance of the multi-faceted broker distribution channel.

Position Responsibilities:

- Create strategies and tactics for developing, training and maintaining the agent and broker distribution channel by using input from stakeholders.
- Identify and develop key segments of the agent and broker delivery channel, including, conventional health insurance agents (resident and non-resident licensed), web based entities and carrier dedicated sales teams.
- Drive the identification, design and implementation of online sales.
- Support systems and tools required for success of the agent and broker distribution channel.
- Develop and implement standards, policies and procedures for training, certification and continuing education of agents and brokers.
- Direct, monitor and optimize the sales efforts of all agent and broker distribution channel segments by developing the unique sales opportunities presented by each channel.
- Implement effective measurement tools to collect and analyze sales data and results.
- Build collaborative and productive relationships with carriers, managing general agents and key Colorado agencies, and agent/broker trade groups to facilitate the success of the agent and broker delivery channel.
- Present agent and broker delivery channel plans, updates and feedback to senior management on a regular basis.
- Represent Connect for Health Colorado at meetings involving key stakeholders.
- Continuously monitor all aspects of Connect for Health Colorado sales and operational efforts and make recommendations for improvement.
- Obtain agent/broker input on feedback into operational policy or process changes affecting the distribution channel.
- Promote and support all product lines as applicable.
- Collaborate with the Assistance Network Program to ensure clear definition of roles

and responsibilities and facilitate open communication between the two channels.

Position Requirements:

Education:

Bachelor's degree in Public Health, Public Administration, Business Administration or equivalent years of experience required with substantial management experience.

Experience:

- Five (5) or more years of management experience in the individual and/or small group health insurance sales sector
- Licensed insurance officer, to be the responsible producer on our agency license
- Possesses a collaborative, flexible and adaptive management style and is effective at making the best use of available resources
- Proven leadership skills including the ability to motivate people to achieve a mission and work effectively as a team
- Experience with creating, communicating and executing a strategic vision
- Strong management and analytical skills
- Large scale project management experience
- Experience with design and implementation of health insurance products for the individual and small employer marketplace preferred.
- Understanding of the policy issues associated with Affordable Care Act and the Marketplace environment as well as the accompanying rules and regulations
- Ability to think outside the box in order to operate effectively in the absence of historical rules of operation or precedents

Work Environment:

- Typical office setting; the Connect for Health Colorado office is near the intersection of Interstates 25 and 225, with easy access to major roads and public transportation including light rail.
- Work schedule may include some non-traditional hours, weekends and evening events.
- Full time position
- On-site during office hours, typically 8am-5pm
- Travel throughout Colorado will occasionally be required, mostly day trips along the Front Range (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 hire@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.
