



Position Title: MA Site Enrollment & Eligibility Specialist (EES) Lead

Reports To: MA Site Manager

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:

This position provides supervision for the Connect for Health Colorado Medical Assistance (MA) Site. This includes scheduling and prioritizing work assignments, training, providing coaching and feedback, evaluating performance, and administering progressive disciplinary actions.

Position Responsibilities:

- Oversee the daily activities of 10-15 enrollment and eligibility specialists and provide direction as needed.
 - Manage, maintain, and process work schedules, update attendance tracking, upkeep employee records, approve timesheets, and monitor PTO.
 - Assist with quality assurance and training programs and the execution of policies and procedures.
 - Oversee complex customer service calls with the ability to identify, solve, and communicate resolutions tactics with team members.
 - Identify trends and escalate issues to management in timely manner, minimizing risk and improving customer experience.
 - Work with the Training & Quality Assurance team to adhere to quality standards.
 - Identify challenges with policies, processes or technology that impacts performance. Work closely with QA, Training and reporting to implement improvements.
 - Be a knowledge resource and an escalation point for agents. Identify trends and escalate issues to management in timely manner, minimizing risk and improving customer experience.
 - Provide coaching and feedback and yearly evaluations to the enrollment and eligibility specialists.
 - Assist with day to day to ensure objectives and performance metrics are met.
 - Lead by example, motivating and encouraging agents to achieve goals.
 - Act as back-up for the MA Site Supervisor.
 - Produce required productivity, quality assurance and training reports.
 - Self-motivated, driving projects to completion, and in a team environment
 - Accuracy and attention to detail
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Position Requirements:

- High levels empathy; excellent soft skills and customer service best practices
- Excellent oral and written communication skills with ability to handle difficult conversations and reach problem resolution.
- A high school diploma or equivalent.
- 2-years' work-related experience in a Customer Service Center or back office environment.
- Proven experience in customer service, data entry, and independently resolving complex situation.
- Six-months of related call center/over the phone customer service experience preferred
- Proven problem-solving skills and attention to detail
- Strong organizational, time management, and problem-solving skills
- Strong sense of professionalism and active listening skills
- Strong verbal and written communication skills
- Knowledge of Microsoft Office: Excel, Word, Outlook
- Minimum of 2-year medical enrollment application processing strongly preferred
- Prior experience with CBMS, Atlas, CHP+ and Medicaid eligibility and enrollment strongly preferred
- Bi-lingual in English and Spanish a plus
- Must be willing to submit and successfully pass a criminal background check
- Other duties as assigned

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive North
- Full-time position; on-site during office hours
- Work schedule will include some non-traditional hours, weekends and evenings.
- Travel throughout Colorado will occasionally be required, mostly day trips along the Front Range

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@chco.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.
