



**Position Title:** Member Services Support Team Representative I

**Reports To:** Marketplace Operations 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:**

The Member Services Representative I services virtually and onsite, as the first point of contact on tier 2 through tier 3 calls from the general public, Carriers, Brokers and Assistors. He/she is responsible for assisting callers with Marketplace health insurance platform and system related questions and providing Enrollment Center call support for Brokers and Assistors on mixed eligibility households, and complex mixed eligibility applications. Most successful, effective Member Services Representatives are passionate about providing excellent customer service with empathy while resolving the member's questions on the first call.

---

**Position Responsibilities:**

The Member Services Representative I, has primary responsibility for the following:

- Services both inbound and outbound calls, researching, processing and resolving customer questions regarding access, affordability and choices for Marketplace health insurance.
- Processes Manual Verification Request (MVR) Clearance in NES and CBMS.
- Provides excellent customer service by being attentive, respectful and professional at all times; insures understanding of customer requests and follows-through as promised; being proactive in identifying and addressing member inquiries, or concerns.
- Complies with all HCPF Reporting Responsibilities (RMTS).
- Uses computerized systems for tracking, information gathering and troubleshooting. Utilizes resource materials, policies and procedures, handouts, databases and training opportunities to insure accuracy and quality of all aspects of customer service interactions.
- Adheres to call audit guidelines and principles and achieves operational expectations specific to "Availability" and, "Call quality" with emphasis on "Average Call Handle Time" and other defined individual and departmental metrics.

- Documents and maintains systematic records of calls and customer interactions by entering notes in a clear, accurate and concise manner for effective interpretation by others who access as appropriate.
- Develops and maintains positive customer relations and coordinates with others as prescribed to ensure customer requests and questions are handled appropriately and timely.
- Maintains a neat, clean, and professional personal appearance and observes the established C4HCO dress code.
- Adheres to all Company time, attendance and punctuality policies or applicable law covering the same. Records all accurate work hours in the Company's designated time keeping system and adheres to overtime policy and procedures for requesting time off or change in schedule.
- Maintains confidentiality, information security and ethical behavior when handling all Company and member records information.
- Attends and participates in required educational training sessions and team meetings as scheduled and assigned.
- Other duties as assigned.

---

**Position Requirements:**

- A high school diploma or equivalent.
- 2 years prior, work related experience in an automated Customer Service Center environment; or a combination of education and experience, which would provide an equivalent background.
- Ability to communicate effectively in the English language. Bi-lingual in English and Spanish a plus.
- Strong oral, written and interpersonal communication skills, problem-solving and analytical skills.
- Basic technical troubleshooting knowledge and ability to effectively use computer software and technology as required, including Phone system, Microsoft Office: Word, Excel, Outlook.
- Ability to adapt to change and respond to difficult and challenging situations in a professional manner.
- Home requirements (For Virtual assignments):
  - Work space must be separate from living space with a locking door (example: spare bedroom, study, basement)
  - Landline phone service with Call Waiting disabled (cell phones and VOIP are not allowed)
  - Broadband internet service through a modem and cable (Wi-Fi is not allowed)
  - No distractions or background noise (this includes children, other adults, dogs, cats, birds, doorbells, music, tv, etc.)
- Working knowledge of customer care processes, techniques and call protocol, both inbound and outbound.
- Must be willing to submit and successfully pass a criminal background check.

---

**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

---

**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:**

Submit 3 references, Salary History, and resume to [Hiring@c4hco.com](mailto:Hiring@c4hco.com) . No 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.**

---