



**Position Title:** Member Services Lead

**Reports To:** Marketplace Operations Manager

**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 Member Services Lead supports the Marketplace Operations Manager in the day-to-day operations of the department. He/she assists by handling questions and concerns from team members and customers; ensuring that team members know how to respond to inquiries in accordance with C4HCO policies and procedures. Additionally, the Lead helps to facilitate overall development of team members by providing guidance, coaching and actionable feedback. This position is also responsible for identifying system and workflow improvements to enhance overall team and department efficiencies.

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**Position Responsibilities:**

The Member Services Lead has primary responsibility for the following:

- Oversee team performance; coach, counsel and motivate team members; prepare and deliver performance evaluations; investigate performance concerns and implement disciplinary action as needed, in consultation with department leadership and Human Resources.
- Partner with Workforce Management Lead and Manager to ensure appropriate staffing to support successful productivity levels and quality customer service.
- Monitor call queues and make staffing and work assignment adjustments based on seasonal variations, special events, or other cyclical patterns that impact call volume and workload.
- Conduct regular meetings to ensure team members are informed of departmental changes, overall departmental performance, as well as company news and updates.
- Lead by example by having a hands-on approach, rolling up sleeves, taking phone calls, managing email, data input and other operational functions.
- Respond to and resolve escalated issues and customer requests and concerns to complete satisfaction.
- Maintain current knowledge of applicable federal and state regulations and laws and monitor changes to ensure team/department adaptation and compliance.
- Evaluate quality issues to identify processes in need of review and revision.

- Work with leadership to develop and implement improved and streamlined workflow and processes.
- In consultation with Marketplace Operations Manager, proactively set, track and accomplish specific, measurable goals that further department and company priorities.
- Lead projects that are defined by the Marketplace Operations Manager and ensure project deadlines are met.
- Other duties as assigned.

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**Position Requirements:**

- Bachelor's degree preferred or equivalent experience.
- 2 years of contact center operations, or related work experience required.
- 1 year of experience in a management or leadership role required.
- Ability to manage and coordinate multiple projects and tasks, remain organized while multi-tasking and consistently meet deadlines.
- Knowledge of Microsoft Office (Outlook, Word, Excel).
- Conflict management through composure and patience.
- Excellent organizational, interpersonal, written and verbal communication skills.
- Must take accountability while also holding team members accountable for performance.
- Working knowledge of eligibility and enrollment operational policies and procedures in existence at county offices, medical assistance sites and the Marketplace.
- Working knowledge and familiarity with state technology systems (i.e. PEAK, CBMS, MMIS), used to support state medical program eligibility and enrollment.
- Strong knowledge of customer care processes, techniques and call protocol, both inbound and outbound.

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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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