



**Position Title:** Quality Assurance Coordinator

**Reports To:** Quality Assurance Lead

**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 Quality Assurance Specialist role is focused on completing the daily functions required to support the Quality Assurance function of the Community Support Unit and Member Service Team. He/she monitors and evaluates customer call interactions to assess trends and recommends coaching and training initiatives aligned with key departmental goals and objectives. This role works collaboratively with leadership and the business units to gather feedback, identify requirements and execute established call and work audit processes. Additionally, the Quality Assurance Specialist assists in developing and maintaining QA processes and compliance standards for all Community Support and Member Services functions.

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**Position Responsibilities:**

The Quality Assurance Specialist has primary responsibility for the following:

- Participate in design of call/e-mail monitoring formats, scorecards and quality standards.
- Timely and pro-actively monitor calls, customer interactions and work products and/or patterns.
- Use quality monitoring and data management processes to compile and track performance at team and individual level.
- Participate in customer and client listening programs to identify customer needs and expectations.
- Coordinate and facilitate call calibration sessions for Community Support and Member Services at management's request.
- Provide feedback and actionable data to management staff as needed.
- Assist in preparation and analysis of quality reports for management staff review on a weekly, monthly or quarterly basis as needed.

- Maintain collaborative relationships with leadership and all internal and external partners to assure consistency in quality processes and adherence to processes and procedures.
- Maintain current knowledge of applicable federal and state regulations and laws and monitor changes to ensure team/department adaptation and compliance.
- Other duties as assigned.

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**Position Requirements:**

- Minimum 1 year of contact center operations or related work experience required.
- At least one year of call monitoring/QA experience.
- Excellent oral, written and interpersonal communication skills.
- Exceptional listening and analytical skills.
- Intermediate level of knowledge/expertise of PC software (Word and Excel).
- Demonstrated ability to work well in a team environment.
- Working knowledge of eligibility and enrollment operational policies and procedures in existence at county offices, medical assistance sites and the Marketplace.
- Experience with document organization; 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.
- 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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