



**Position Title: Eligibility and Enrollment Operations Analyst**

**Reports To: Director, Policy Innovation and Strategic Engagement**  
**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 Eligibility and Enrollment Operations Analyst, under supervision from the Director, Policy Innovation and Strategic Engagement, will perform a wide range of analysis and documentation for eligibility and enrollment business policies, operational processes, and supporting technical system requirements to ensure they comply with applicable regulations, align with company goals and priorities, and support the best possible customer experience. The Eligibility and Enrollment Operations Analyst will work on a variety of business initiatives to assist Connect for Health Colorado with ensuring that policies and regulations are implemented in alignment with its mission and goals.

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**Position Responsibilities:**

- Operate as a subject matter expert on eligibility and enrollment process, procedures, systems and requirements.
- Act as policy team's connection to product development and customer support departments to ensure eligibility and enrollment operations align with applicable policy and strategic objectives.
- Develop and maintain an inventory of policy related business processes within organizations standards, in accordance with business decisions, operational changes and annual audits.
- Facilitate discussions/meetings to support business process and procedure planning (i.e. current state process mapping, future state process design, root cause analysis, etc.).
- Lead policy team's coordination with product development team to analyze and document system requirements for eligibility and enrollment projects.
- Review training materials for accuracy.
- Analyze processes and procedures for efficiency and effectiveness; provides solutions for minimizing complexity and redundancy.
- Create informative, actionable and repeatable reporting.

- Work on significant and unique assignments of diverse and complex scope, developing solutions which require a high degree of ingenuity and innovation, as well as independent judgment.
- Manage business owner coordination and signoff.
- Ensures all documentation uses standard templates.
- Identifying and maintaining proper version control for all documents.
- Develops documentation with little supervision and rework.

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**Position Requirements:**

- Bachelor's degree or equivalent
- Minimum of 1-3 years of experience gathering and interpreting business requirements and standard operating procedures; developing procedural or system design documentation, process maps.
- Strong analytical skills.
- Ability to work independently and problem-solve; a self-starter that can drive toward results independently.
- Detail oriented and the ability to reason logically and formulate ideas and opinions as well as ability to handle multiple priorities. Ability to work in a fast-paced workplace, adapt to a continually evolving environment.
- Committed team player with exceptional interpersonal, problem-solving, and communication skills with ability to develop and maintain cooperative and productive work relationships.
- Desire to work for a mission driven organization.
- Experience with public speaking and providing presentations.
- Excellent communications skills (verbal and written).
- Ability to oversee multiple complex projects with competing deadlines.
- Excellent interpersonal skills and ability to build trust.
- Proficiency in Microsoft Office (PowerPoint, Word, Excel, Outlook).

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**Work Environment:**

- Typical office setting; the Connect for Health Colorado office is in the DTC, near the 225/I25 junction.
- 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 may occasionally be required, mostly day trips along the Front Range (mileage reimbursement available).

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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:**

Please e-mail resume, cover letter, salary history, and three (3) references to [hiring@c4hco.com](mailto:hiring@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.**

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