



Position Title: Member Services Virtual Lead

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 Virtual Lead oversees the day-to-day activities of the work-at-home team and virtual operations to include in-bound and out-bound calls, data entry, research and correspondence and all other customer interactions. He/she works onsite as well as virtually and is responsible for virtual team member training, supervision, coaching, performance reviews, disciplinary action, and career development. This position monitors workflow, call volumes, productivity levels and identifies opportunities to optimize operational efficiencies and ensure the virtual team consistently delivers exceptional customer service.

Position Responsibilities:

The Member Services Virtual Lead has primary responsibility for the following:

- Drive day-to-day virtual operational activities through to successful completion.
- Oversee work-at-home 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.
- Monitor daily performance of team members to ensure they are professional, friendly, confident, and capable with all aspects of customer interaction.
- Monitor and recommend scheduling needs and manage schedule exceptions.
- Generate accurate, timely and professional operations reports as needed.
- Partner with QA, Training, Workforce Management and other department leaders to communicate, monitor, enforce all policies, practices, and procedures uniformly and ensure alignment.
- Share best -practices with fellow members of the management team to support overall team development.
- Address escalated customer interactions promptly and professionally in a manner that resolves the customer concern without burdening the business.

- Maintain current knowledge of applicable federal and state regulations and laws and monitor changes to ensure team/department adaptation and compliance.
- In consultation with Manager, proactively set, track and accomplish specific, measurable goals that further team, department and company priorities.
- Lead assigned HCPF/C4HCO coordinated projects and system activities.
- Assume Community support duties to include presentations to counties and collaboration with Enrollment Centers.
- Other duties as assigned.

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.
- Prior experience managing a virtual team preferred.
- Ability to manage and coordinate multiple projects and tasks, remain organized while multi-tasking and consistently meet deadlines.
- Understanding of call center operations including ability to manage average call time, response time, and call volume.
- Ability to motivate, inspire, and lead a growing team in an ever-changing business environment.
- Proven ability to successfully collaborate cross-functionally to achieve business objectives.
- Knowledge of Microsoft Office (Outlook, Word, Excel).
- Excellent organizational, interpersonal, written and verbal communication skills.
- 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.)
- 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.

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:

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.
