



Issue Resolution Department Job Posting Salary Range: \$40,000 - \$48,000

Job Title: Operations Associate (Tier 2)
Reports: Issue Resolution Department Manager
Department: Operations

FLSA Status: Exempt

Summary /Overview

In a call center environment, the IRD (Issue Resolution Department) Operations Associate will provide excellent service to our client base. S/he will be responsible for answering Tier 2 escalated calls which would require investigating and resolving issues affecting enrollment of consumers in the Access Health CT Exchange system. This position reports to the IRD Tier 2 Supervisor.

Essential Duties and Responsibilities

- Will talk directly with customers, and other agents via telephone; must have ability to build rapport and diffuse difficult conversations through soft skills and active listening.
- Collects consumer information and analyzes customer needs via telephone.
- Gathers information, researches/resolves inquiries and logs customer calls.
- Assists with complaints, errors, enrollment questions, billing, and cancellations.
- Resolves service problems: clarifies the consumer's complaint; determines the cause of the problem; selects and explains the best solution to solve the problem; expedites correction or adjustment; following up to ensure resolution.
- Independently interact with our clients and various internal/external business partners to provide timely and complete resolution to inquiries/requests within established timeframes.
- Develops a clear understanding and working knowledge of the system.
- Acts as an Exchange System Specialist and Subject Matter Expert (SME).
- Assists other team members handling consumer issues, as needed.
- Supports operational readiness via system testing support, progress reports, and process gap analysis and contingency planning.
- Ability to handle stressful situations and work together in a rapidly changing environment.
- Attends all team training sessions.

Qualifications: the requirements listed below are representative of the knowledge, skill, and/or ability required.

- BS in Business or BS/BA in a related topic or equivalent experience.
- CT Life and Health Insurance License preferred; or able to obtain within 9 months from date of hire.
- Bilingual skills a plus.
- 3+ years of experience in customer service including systems and processes within the health insurance industry a plus.
- Competent in Microsoft Office software system including Access.
- Excellent verbal/written communication skills (including grammar, punctuation, and spelling), interpersonal, negotiation and organizational skills.
- Strong ability to evaluate complex problems and draw conclusions.
- Demonstrated strength in developing, documenting, maintaining, and explaining procedures/processes and/or solving problems.

Equal Opportunity and Affirmative Action Employer