



Job Title: Broker Service Representative

FLSA Status: Exempt

Reports to: Individual/Sales, Training and Education Mgr.

Department: SHOP/Small Business Sales & Operations

Summary:

The Broker Service Representative works with the Sales team to provide service to the AHCT certified brokers by phone, email and in-person for the purpose of maintaining and increasing our current QHP and Small Group client base. This position has no supervisory responsibility and reports to the Training and Education Manager.

Essential Duties and Responsibilities

- Become proficient in the HIX system (Worker, Consumer and Professional Portals), bSwift, Symantec, Cornerstone
- Answer Broker Hot Line
- Work on Broker IRD issues that come through the Broker Box
- Work collaboratively with IT and carriers to resolve AOR discrepancies
- Provide research into regulatory requirements, tax and legislative information for development of curriculum
- Visit brokers` offices when needed to improve understanding of the enrollment system and ACA basic knowledge
- Develop PowerPoint presentations.
- Become proficient in understanding of Small Group Sales and Individual Marketplace.
- If needed assist in training preparation for continuing broker education program, as well as online training for e-brokers.
- Will be working 50% in office and 50% visiting and supporting brokers, group clients and supporting organization
- Potential responsibility for Small Group renewals
- Other duties as required

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

- A BA or BS degree or equivalent experience.
- At least 2 years of experience working with the public
- Experience working in an insurance company, brokerage firm, marketing, sales, customer service, or legal firm is preferred
- Licensed in Life and Health Insurance preferred
- Experience in a fast-paced environment that requires individual thinking and initiative.
- Proficiency in Microsoft Office
- Strong communication and good interpersonal skills
- Ability to effectively present information in both oral and written form.
- Must pass a mandatory background check.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: the noise level in the work environment is usually average. Requires fast-paced deadlines and has a high stress at times. May require travel within CT 50% of the time.

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