



Issues Resolution Department (IRD) Specialist JOB POSTING SALARY RANGE: \$40,000 – \$50,000

Summary /Overview

The IRD (Issues Resolution Department) Specialist works with the IRD team to investigate and resolve issues affecting enrollment of customers in the Access Health CT Exchange system. S/he provides backup support to IRD Manager and is responsible for daily JIRA reports and Enrollment Metrics reports. This is an exempt, full time position reporting to the IRD Manager.

Essential Duties and Responsibilities

- Tracks, responds to, and follows-up on all customer enrollment issues from the Broker/Sales team and the Maximus call center.
- Tracks all customer issues for Exchange system issues and prepares JIRA report daily.
- Supports operational readiness via testing support, progress status checks, and process gap reviews/resolution.
- Attends all Defect Triage Meetings with system vendor and IT Department.
- Attends weekly JIRA meetings with partners and vendors.
- Attends all team training sessions to update staff on system changes.
- Prepares daily enrollment and metric numbers reports for the Senior Leadership Team.
- Trained as an Exchange System Specialist and Subject Matter Expert (SME).
- Assists other team members handling customer issues, as needed.

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.
- 6 years of experience in business management including systems and processes.
- Expertise in tech systems with experience in insurance industry a plus.
- Competent in Microsoft Office system.
- Excellent communication, 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.

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