



Issues Resolution Department Specialist – SUPERVISOR JOB POSTING SALARY RANGE: \$45,000 - \$55,000

Summary /Overview

The IRD (Issues Resolution Department) Specialist, Supervisor oversees a team of IRD Specialists, who investigate and resolve issues by phone that affect enrollment of customers in the Access Health CT Exchange system. S/he provides backup support to the IRD Manager and is responsible for submission of daily JIRA and Enrollment Metrics. This position reports to the IRD Manager.

Essential Duties and Responsibilities

- Organizes and oversees the distribution of IRD team issues and assures their accurate and timely resolution.
- Line supervisor, who works to provide call center customer service issue resolution along with IRD Specialists.
- Provides direction and guidance to IRD Specialist staff.
- Meets with IRD staff weekly to provide updates on IRD requirements and changes to process.
- 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 and Exchange system issues submits information to preparer of JIRA report daily.
- Supports operational readiness via testing support, progress status checks, and process gap reviews/resolution.
- Identifies issues requiring escalation to the IRD Manager.
- 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.
- 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.
- 4 years of experience in business management including systems and processes.
- Expertise in tech systems with experiences in insurance industry a plus.
- Previous experience in a Call Center a plus.
- Competent in Microsoft Office system.
- Excellent communication, interpersonal, negotiation and organizational skills.
- Excellent customer service 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