



Issue Resolution Department Job Posting

Job Title: Operations Associate
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 resolving escalated inquiries which would require investigating and resolving issues affecting enrollment of consumers in the Access Health CT Exchange system. This position reports to an IRD 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