



Issue Resolution Department Job Description

Job Title: Operations Associate

FLSA Status: Exempt

Reports: Issue Resolution Department Supervisor

Department: Operations

Summary /Overview

In a customer service center environment, the IRD (Issue Resolution Department) Operations Associate will provide excellent service to our client base. S/he will be responsible for independently resolving escalated inquiries which would require investigating and resolving issues based on policy, regulations, and procedures affecting enrollment of consumers in the Access Health CT Exchange system. This position has no supervisory responsibilities and reports to an IRD Supervisor.

Essential Duties and Responsibilities

- Resolves service problems using independent judgment. If necessary, must access other sources for input, including, but not limited to insurance carriers, legal department, or other entities: 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.
- 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 based on policy, procedures, ACA regulations and logs customer calls.
- Assists with complaints, errors, enrollment questions, billing, and cancellations.
- Develops a clear understanding and working knowledge of the AHCT marketplace 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
- Other duties as required.

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.
- Must pass AHCT system certification testing annually.
- Ability to handle stressful situations and work together in a rapidly changing environment.
- Attends all team training sessions 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.

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: this is an in-office role in which the noise level in the work environment is usually low. Requires fast-paced deadlines and has a high stress at times. No travel required.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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