



**OPERATIONS ASSOCIATE
JOB POSTING
SALARY RANGE: \$40,000 – \$50,000**

Summary/Overview

The Operations Associate supports the healthcare marketplace by triaging and tracking system issues, customer complaints, and maintaining the reconciliation process between AHCT and the insurance carriers. He/she will also be responsible for working with, and communicating to, staff from AHCT and DSS as well as various vendors and partners on issues impacting eligibility and enrollment. This is an exempt position with no supervisory responsibilities.

Essential roles and responsibilities:

- Assist in the identification of technical AHCT system issues.
- Issue follow-up and closure.
- Oversee the issue tracking database (JIRA)
- Triage and assign new issues
- Trained as SME (Subject Matter Expert)
- Assist IRD Team as needed.
- Assist EDI Team as needed.
- Responsible as the operations contact for Privacy and Security.

Qualifications:

- BA/BS degree or at least equivalent combination of education and experience
- Experience with IT systems.
- Strong ability to evaluate complex problems and draw conclusions and recommend creative alternatives and solutions.
- Demonstrated strength in developing, documenting, maintaining, and explaining procedures/processes and/or solving problems.
- Excellent interpersonal skills, with the ability to interface between external and internal clients.
- Strong written and oral communication skills
- Solid organizational abilities
- Solid MS Office expertise – Word, Excel, Outlook, Access

Equal Opportunity and Affirmative Action Employer

Please send your resume with a cover letter to:

HRinbox.CTHIX@ct.gov.

Refer to Operations Associate in the subject line