access health CT

Connecticut's Official Health Insurance Marketplace

Job Description

Job Title: Operations Coordinator
Reports: Operations Director
Department: Operations
FLSA Status: Exempt

Summary: The Operations Coordinator will support the Director of Operations and the Operations Managers (Training and Sales, Issue Resolution Department (IRD), Call Center, Operational Support, IT-Liaison) providing general project management, presentation and reporting and vendor management. This role reports to the Operations Director.

Essential Duties and Responsibilities:

Project Management

- Ownership of project management support to all Operations functions (Training and Sales, Issue Resolution Department, Outreach and Call Center) maintaining and updating work plan for Open Enrollment Readiness
- Leading and overseeing ad hoc Operations projects
- Run recurring status meetings for certain projects ; responsible for organization, content and minute notes/report (i.e., 1095-A customer service roll out and Call Center re-negotiations or other)

Presentation & Reporting

- Creation of monthly Board memo and presentations to review direction of the project
- Initial drafting of internal AHCT proposals for Operations department to present to broader Senior Leadership Team e.g., department budgets, organizational changes, etc.
- Create presentations for external groups and present as appropriate

Vendor Management Assistance

- Assisting with onboarding and managing vendor roles & responsibilities
- Document, gather and coordinate vendor reports and information for contract re-negotiations
- Facilitate vendor deliverable reviews

Miscellaneous Duties

- Organize workshops and internal debriefings e.g., Model Office, IRD-IT Lessons Learned, Call Center Lessons Learned, 1095 Lessons Learned, etc.
- Other duties as required

Qualifications: the requirements listed below are representative of the knowledge, skill, and/or ability required.

- **BA/BS** in Business Admin, Public Health or Public Administration or other related field or equivalent experience.
- **3+ years of experience** in customer service including systems and processes and/or in an administrative function performing coordination/presentation functions and/or as assistant to project managers (within the health insurance industry a plus).
- **Competent in Microsoft Office software system including Project.**
- Excellent verbal/written communication skills (including grammar, punctuation, and spelling)
- **Excellent interpersonal skills, with the ability to interface between varied internal and external clients.**
- **Presentation skills**
- **Resourceful with the ability to take the initiative**
- 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**